

REQUEST FOR PROPOSAL

**TO PROVIDE MANAGEMENT AND OPERATIONS OF FIXED ROUTE AND
PARATRANSIT (MITS) PUBLIC TRANSPORTATION SERVICES FOR THE
JEFFERSON PARISH DEPARTMENT OF TRANSIT ADMINISTRATION AND
SENIOR TRANSPORTATION SERVICES FOR THE JEFFERSON PARISH
DEPARTMENT OF CITIZENS' AFFAIRS – OFFICE OF SENIOR SERVICES**



RFP No.: 0357

Proposal Receipt Date: December 16, 2016

Proposal Receipt Time: 4:30 PM

Jefferson Parish
Department of Purchasing
P. O. Box 9
Gretna, Louisiana 70054

(504)364-2678

Revision Date: 4.16.201

TABLE OF CONTENTS

PART I. ADMINISTRATIVE AND GENERAL INFORMATION

1.1 Background.....	1
1.2 Purpose.....	4
1.3 Goals and Objectives	4
1.4 Proposer Minimum Requirements	5
1.5 Schedule of Events.....	6
1.6 Proposal Submittal.....	6
1.7 Proposal Response Format.....	7
1.8 Number of Response Copies.....	8
1.9 Legibility/Clarity	9
1.10 Pre-proposal Conference.....	9
1.11 Written Inquiries	9
1.12 Inquiry Periods.....	9
1.13 Required Signed and Notarized Affidavits.....	10
1.14 Proposal Guarantee	11
1.15 Performance Bond	11
1.16 Fidelity Bond Requirements	11
1.17 Proposal Validity	12
1.18 Changes, Addenda, Withdrawals.....	12
1.19 Cost of Offer Preparation.....	12
1.20 Acceptance of Proposal Content.....	12
1.21 Written or Oral Discussions/Presentations	12
1.22 Standard Terms and Conditions and Non-negotiable Contract Terms	12
1.23 Taxes.....	13
1.24 Selected Proposer's Responsibilities	13
1.25 Sub-Contractor Requirements.....	13
1.26 Insurance Requirements.....	13
1.27 Subcontractor Insurance	14
1.28 No Guarantee of Quantities	14
1.29 Contract Negotiations	14
1.30 Cancellation of RFP or Rejection of Proposals	14
1.31 Evaluation and Selection	14
1.32 Indemnification.....	16
1.33 Payment for Services	17
1.34 Termination.....	17
1.35 Assignment	18
1.36 EEOC and ADA Compliance	18
1.37 Audit of Records.....	18
1.38 Record Retention	19

1.39	Record Ownership	19
1.40	Content of Contract/Order of Precedence.....	19
1.41	Contract Changes.....	19
1.42	Substitution of Personnel.....	19
1.43	Force Majeure.....	19
1.44	Governing Law	20
1.45	Claims or Controversies.....	20
2.1	Scope of Work/Services.....	21
2.2	Period of Agreement.....	51
2.3	Cost Proposal (Price Schedule).....	52
2.4	Deliverables	52
2.5	Location	52
2.6	Financial Profile.....	52
2.7	Proposal Elements.....	53
2.7(A)	Technical	53
2.7(B)	Qualifications and Experience.....	60
3.1	Evaluation Criteria.....	62
4.1	Performance Requirements.....	63
4.2	Performance Measurement/Evaluation.....	63

ATTACHMENTS

A.	Insurance Requirements.....	64
B.	Signature Page.....	65
C.	Corporate Resolution.....	66
D.	Request for Proposal Affidavit.....	67
E.	Years 1-4 Cost Proposal.....	71
F.	Projected Cost/Profit Form for MITS Paratransit.....	74
G.	Projected Cost/Profit Form for Fixed Route.....	76
H.	Respondent's Questionnaire.....	78
I.	Federal Transit Administration Mandatory Provisions.....	82
J.	Federal Transit Administration Third-Party Contract Clauses for Operations/Management.....	83
K.	Contract Provisions for Non-Federal Entity under Federal Awards Required by Appendix II to CFR §200.....	101
L.	Debarment/Suspension Certification.....	117
M.	Certification of Restriction of Lobbying.....	118
N.	Fixed Route System Booklet.....	119
O.	2015 Performance Indicators.....	128
P.	MITs Rider Guide.....	141
Q.	MITs Service Area.....	157
R.	Wilty Terminal Schedule.....	158

ITEMS TO BE COMPLETED AND/OR SIGNED:
Attachments B-E, H, J (Lobbying) and L-M

REQUEST FOR PROPOSAL FOR

TO PROVIDE MANAGEMENT AND OPERATIONS OF FIXED ROUTE AND PARATRANSIT (MITS) PUBLIC TRANSPORTATION SERVICES FOR THE JEFFERSON PARISH DEPARTMENT OF TRANSIT ADMINISTRATION (SCOPE A) AND SENIOR TRANSPORTATION SERVICES FOR THE JEFFERSON PARISH DEPARTMENT OF CITIZENS' AFFAIRS – OFFICE OF SENIOR SERVICES (SCOPE B)

1.1 Background – Scopes A & B

Jefferson Parish is located within the New Orleans metropolitan area, and adjacent to Orleans Parish. The population of Jefferson Parish according to the 2010 Census was 432,552.

Fixed Route Operations – Scope A

Transit service as defined by the Jefferson Parish Council in various resolutions will be the basis for service. The system operates an average of 105,125 annual revenue hours of service and an average of 1,463,904 annual revenue miles. Total unlinked passengers are approximately 2 million per year.

Currently, the fixed route system utilizes 41 buses. In the fixed route system, there are six (6) eastbank routes and seven (7) westbank routes. Service is operated on the eastbank between 5:20 a.m. and 10:18 p.m. on weekdays; 5:51 a.m. and 10:18 p.m. on Saturdays; and 6:47 a.m. to 10:18 p.m. on Sundays. Service is operated on the westbank between 5:31 a.m. and 10:32 p.m. on weekdays; 7:11 a.m. and 10:19 p.m. on Saturdays; and 7:16 a.m. and 7:02 p.m. on Sundays.

The transit system operates each and every day of the year. The system currently runs reduced schedules (Saturday schedules) on the following holidays: New Year's Day, Martin Luther King, Jr. Day, Good Friday, July 4th, Labor Day, Thanksgiving Day and Christmas Day. A modified schedule is operated on Mardi Gras. The Contractor shall post holiday schedule notices on every vehicle commencing one week prior to the date of the holiday, and these notices shall be removed by the Contractor from all buses at the end of the date of the holiday.

Current routes and schedules for fixed transit operations are attached hereto (Attachment N) and are also available on-line at www.jeffersontransit.org.

MITS Paratransit Operations – Scope A

The paratransit system consists of 17 vehicles that provide approximately 36,400

paratransit revenue hours per year. It operates with a total of approximately 391,000 annual revenue paratransit miles. Total unlinked passengers are approximately 74,300 per year.

Eligible MITS riders are required to schedule all trips through the Contractor. MITS offers "next-day service," which means that requests for service on a particular day may be made anytime (8 AM - 5 PM) during the preceding day. Riders may schedule trips up to 7 days in advance. The Contractor's dispatchers will be responsible for scheduling the times of all trips and will notify passengers of their expected arrival time. Drivers are to provide assistance to passengers, if needed or desired, into or out of the vehicle.

Two types of service will be available to all certified passengers: subscription and reservation. Subscription service is that service provided on a regular schedule from the same origin to the same destination without the passenger having to call for each trip. The American with Disabilities Act (ADA) limits the amount of subscription service that can be offered by MITS. No more than one-half of the trips provided at any time of day can be subscription trips. As a result, requests for subscription service during peak periods will be limited to work or school trips. However, not all work/school trips can be subscription trips if the 50 percent limit is exceeded. Reservation service is any trip not scheduled on a regular basis but for which a separate phone reservation must be made. In either case, the Contractor must provide next day service. Personnel from the Contractor(s) will accept trip reservations on a next-day basis and up to 7 days in advance. Reservations will be accepted only during the hours of 8 am to 5 pm, Monday through Sunday. The Contractor(s) will use MDT's (Mobile Data Terminals) to issue pick up assignments and daily schedules.

The Parish has a computerized scheduling and dispatching system which automatically assists the dispatchers in selecting the most efficient routing for passengers based upon their scheduled pick up and drop off times, origin and destination, and the availability of space on the vehicles in use. This system has enhanced the efficiency of MITS and is enabling the provider to meet the requirements of more passengers. The Contractor(s) will be required to use the computerized system for scheduling and dispatching. In the event that these MDTs are not functioning or are not available, the Contractor(s) will need to prepare manual manifests.

The Contractor(s) will provide MITS transportation seven days a week between the hours of 6 am and 9 pm. Scheduling of service will be provided between the hours of 8 am and 5 pm seven days a week.

The MITS service area is illustrated in Attachment E and is also available on-line at www.jeffersontransit.org.

Projected Vehicle Inventory – Scope A

The Jefferson Transit fixed route fleet consists primarily of Gillig buses purchased between 1998 and 2013. There are 41 vehicles in the fleet. Of those, 36 are 40-foot buses and 5 are 30-foot buses.

The MITS fleet consists of 17 mini-bus vehicles that were purchased between 2009 and 2014. All MITS vehicles have a maximum capacity of 10 – 14 riders. It is Jefferson Parish's intent to replace the existing paratransit fleet with a 100% propane alternative fuel fleet. It will be the responsibility of the contractor to supply the necessary infrastructure (at the contractor's expense) at the facility to accept propane from suppliers for the fueling of the propane paratransit units. The propane itself will be a pass through to the JPTD.

Fixed Route Vehicles. All fixed route vehicles are equipped with destination signs. Vehicles are air-conditioned, and the air-conditioning systems shall be in proper working order while the buses are in operation. All vehicles are equipped with two-way radios (CB radios are not acceptable). All fixed route vehicles are equipped with secure and operational fareboxes. All fixed route vehicles are equipped with electronic fareboxes capable of distinguishing coins and tokens, of accepting currency, and of reading encoded passes. All buses have front door lifts or ramps, two wheelchair positions, wheelchair restraint systems and voice announcement systems in compliance with ADA. All fixed route buses are equipped with double mounted bike racks on the front of the buses. Buses are also equipped with Automatic Vehicle Locations (AVL) using Global Position Satellite (GPS), and security cameras.

MITS paratransit vehicles. All paratransit vehicles are equipped with the computerized TripSpark system to assist in scheduling and operations. Each paratransit vehicle is also equipped with a wheelchair lift, two or three wheelchair positions that include a restraint system, and seating for 10 to 12 ambulatory passengers. The Contractor(s) shall be required to utilize all equipment in its operation of service.

Support service vehicles. The Parish will be responsible for providing support service vehicles such as supervisors' vehicles.

Citizens' Affairs – Office of Senior Services – Scope B

The services shall facilitate a maximum of four (4) independent, simultaneous field trip destinations per day (Monday – Friday), 52 weeks per year for Senior Services.

Notwithstanding any provision of this request for proposal to the contrary, in no event shall any funding received or any assets procured with funding received from or through the United States Department of Transportation, Federal Transit Authority for the

purpose of operating PARISH's mass transit system be utilized to fund, supplement, or support the services set forth in this section. Successful Proposer shall be responsible for ensuring compliance with this paragraph.

1.2 Purpose

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals as allowed by Jefferson Parish Code of Ordinances Section 2-895 et. seq. from bona fide, qualified proposers who are interested in providing Scope of Work as defined in Part II hereof. By submitting a proposal, proposer agrees to comply with all provisions of Louisiana law as well as compliance with the Jefferson Parish Code of Ordinances, Louisiana Code of Ethics, applicable Jefferson Parish ethical standards and Jefferson Parish (hereinafter sometimes referred to as the "Parish") standard terms and conditions as adopted by Jefferson Parish Council Resolution.

1.3 Goals and Objectives

Jefferson Parish is currently seeking one interested, qualified vendor(s) to operate all fixed route and paratransit operations for Jefferson Transit as well as to operate senior transportation services for the Department of Citizens' Affairs – Office of Senior Services. Jefferson Parish is divided geographically by the Mississippi River into two areas known as the eastbank and the westbank.

In addition to providing separate fixed route and ADA complementary paratransit services, the Contractor(s) will coordinate the fixed route service with the paratransit service in order to provide improved ADA services to the Jefferson Parish community of riders.

Jefferson Parish desires to place a vendor(s) under contract to operate fixed route and paratransit services.

The management and operational services include, but are not limited to day-to-day management and operation of services as reasonably required by the Parish and necessary for the efficient operation of the transit system and facilities under policies, standards, and procedures established by the Parish. These day-to-day services include, but are not limited to, those related to assisting the Parish in carrying out the functions of transit planning, marketing, advertising, real estate management, equipment and building utilization and maintenance, security, routes, schedules, fares, service standards, purchasing, accounting, budgeting, safety, insurance and claims, employee selection and training, employee relations, labor negotiations, public relations, equipment selection, grant applications, congressional/FTA lobbying, and all other normal managerial functions reasonably required in the day-to-day operation of the transit system.

The Contractor(s) will advise the Parish on matters of importance and make recommendations when appropriate; however, final authority shall rest with the Parish.

The Jefferson Parish Department of Transit Administration desires to meet the following objectives through this award. The Parish recognizes that the Contractor(s) will have to pay wages sufficient to attract the staff capabilities needed to meet them:

- Ensure that the customer is number one;
- Establish a high quality, reliable service that meets or exceeds the service and performance standards as defined in this RFP;
- Establish a long term, stable relationship with a provider who can bring efficiencies and new methods, and techniques to transit in Jefferson Parish;
- Provide a high-quality, safe, clean and courteous service in a timely manner; and Provide a cost efficient service to maximize the resources that can be provided for public transportation.

1.4 Proposer Minimum Requirements

The firm must be experienced in providing systems similar in nature and complexity to the project outlined in this request for proposal; and meet the following criteria:

- a) Contractor(s) must be licensed to do business in the State of Louisiana and the Parish of Jefferson and must have the requisite authority under all applicable laws to carry on its business to conduct the operations required to fulfill its obligations to the Parish.
- b) Maintain fully staffed and equipped service facilities.
- c) Vendor operation of vehicles seating 15 or more vehicles (including driver) requires a CDL.

The Jefferson Parish Department of Transit Administration desires to establish/obtain/receive/etc. the following:

References:

Proposers must provide a minimum of three (3) references (governmental and/or private), for whom equal or larger scope of services are either currently being provided or have been provided in recent past (within the last five years). Contact person(s), addresses and telephone numbers for each reference shall be included.

The Proposer may satisfy the Proposer Qualifications through the use of a subcontractor.

1.5 Schedule of Events

	<u>Date</u>	<u>Time (CST)</u>
1.	RFP mailed/emailed to prospective proposers	11/16/16
2.	MANDATORY Pre-Proposal Conference	12/5/16 10:00 A.M.
3.	Deadline to receive written inquiries	12/12/16
4.	Proposal Receipt Date and Time	12/16/16 4:30 P.M.
5.	RFP Evaluation Committee Meeting	TBD

Proposers are encouraged to check the general information board in the General Government Building located at 200 Derbigny St., Gretna and the Joseph S. Yenni Building located at 1221 Elmwood Park Blvd., Jefferson. Additionally proposers may check for meeting information posted on the Jefferson Parish website.

- | | | |
|----|--------------------------------------|-----------------|
| 6. | Council Selection via resolution | To be scheduled |
| 7. | Contract Ratification via resolution | To be scheduled |

NOTE: The Parish of Jefferson reserves the right to deviate from these dates.

1.6 Proposal Submittal

All proposals including mandated affidavits in accordance with Section 2-895 of the Jefferson Parish Code of Ordinances shall be received by the Jefferson Parish Purchasing Department **no later than date and time shown in the Schedule of Events in order to be considered responsive.**

Important – Clearly mark outside of envelope, box or package with the following information and format:

- Proposal Name: **Management and operations of fixed route and paratransit (MITS) Public transportation services for the Jefferson Parish Department of Transit Administration and Senior Transportation services for the Jefferson Parish Department of Citizens' Affairs – Office of Senior Services.**
- Proposal No. **0357**
- Proposal Receipt Date and Time: **December 16, 2016 at 4:30 PM**

Proposals will be received at:
Jefferson Parish Purchasing Department
200 Derbigny Street, Suite 4400
Gretna, Louisiana 70053

Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to our physical location. Jefferson Parish Purchasing is not responsible for any delays caused by the proposer's chosen means of proposal delivery.

Proposer is solely responsible for the timely delivery of its proposal. Late proposals will not be accepted.

PROPOSALS SHALL NOT BE OPENED PUBLICLY. Cost proposals (Price Schedules) shall be submitted in separate, sealed envelopes and shall remain sealed until the RFP Evaluation Committee meeting. PRICES SHALL NOT BE READ UNTIL THE COMPLETION OF THE TECHNICAL EVALUATION. Cost shall be worth twenty-five percent (25%) of the total points assigned. Evaluation of cost shall take place after technical evaluation has been completed.

1.7 Proposal Response Format

Proposals submitted for consideration should follow the format and order of presentation described below:

- A. Cover Letter: Containing summary of Proposer's ability to perform the services described in the RFP and confirms that Proposer is willing to perform those services and negotiate a contract with the Parish. The letter shall be signed by a person having authority to negotiate and to commit the Proposer to a contract. If proposer is a sole-proprietorship, proposer must include a statement that the company is a sole-proprietorship signed by the owner. If proposer is an agency, corporation, partnership or other legal entity, the president, vice-president, secretary or treasurer, or an authorized agent shall sign the proposal, **and** satisfactory evidence of the authority of the person signing for the agency, corporation, partnership or other legal entity shall be attached to the proposal. A sample corporate resolution may be downloaded from the Purchasing Department webpage of the Jefferson Parish website.

Proposers should exhibit their understanding and approach to the project and address how each element will be accomplished. Proposers are advised that except as otherwise provided by law, all documents submitted to the Parish under this RFP are subject to the Louisiana Public

Records Act, LSA-R.S. 44:1 et seq., and may be released when a public records request is made in accordance with the law.

- B. Table of Contents: Organized in the order cited in the format contained herein.
- C. Technical Proposal: Illustrating and describing compliance with the RFP requirements defined in the Scope of Work/Services (Part II) and Proposer Qualifications
- D. Proposer Qualifications and Experience: History and background of Proposer, including but not limited to status with related services to government entities existing customer satisfaction, demonstrated volume of merchants, etc...
- E. Innovative Concepts: Present innovative concepts, if any, not discussed above for consideration.
- F. Project Schedule: Detailed schedule of implementation plan for pilot (if applicable) and full implementation. This schedule is to include implementation actions, timelines, responsible parties, etc.
- G. Financial Profile: Firms are requested to submit documentation from the past three (3) years demonstrating firm's financial stability. Documentation may include audited financial statements including balance sheets, income statements, documentation regarding retained earnings, assets, liabilities, etc. Such information should be included in the technical portion of the proposal submission and **MUST NOT** be included with the cost proposals.
- H. Cost Proposal: Proposer's fees and other costs shall be submitted in a **separate sealed envelope** with proposal submission in accordance with section 1.3 above. This cost proposal shall include any and all costs the Proposer wishes to have considered in the proposed contractual arrangement with the Parish of Jefferson. Cost shall be worth twenty-five percent (25%) of the total points assigned. Evaluation of cost shall take place after technical evaluation has been completed.

1.8 Number of Response Copies

Each Proposer shall submit one (1) signed original response along with six (6) additional copies of the proposal, **including** mandatory affidavits (signed and properly notarized) in original format. In addition, proposer must submit a copy on CD-R/CD-RW media or flash drive as long as data on the disc and/or flash drive is formatted to open

in the standard Microsoft Office suite programs (.xls, .doc, .ppt). PDF files are also acceptable. Cost proposals ***should not*** be included in the electronic submission.

Cost proposals **must** be submitted in a separate sealed envelope, which contains one (1) original and six (6) additional copies. The envelope will remain sealed until the evaluation committee meets and scores all technical components of this RFP as indicated in the evaluation criteria.

1.9 Legibility/Clarity

Responses to the requirements of this RFP in the formats requested are desirable with all questions answered in as much detail as practicable. The proposer's response shall demonstrate an understanding of the requirements. Proposals shall be prepared simply and economically, providing straightforward, concise descriptions of the proposer's ability to meet the requirements of the RFP. Each Proposer is solely responsible for the accuracy and completeness of its proposal.

1.10 Pre-proposal Conference

A **Mandatory** pre-proposal conference will be held at **10:00 a.m. on December 5, 2016 in the Jefferson Parish Purchasing Department, located in the General Government Building, 200 Derbigny Street, Suite 4400, Gretna, LA 70053.** Prospective proposers may participate in the conference to obtain clarification of the requirements of the RFP and to receive answers to relevant questions thereto. Any firm intending to submit a proposal is encouraged to attend and should have at least one authorized representative attend the Pre-proposal Conference.

Although impromptu questions will be permitted and spontaneous answers will be provided during the conference, the only official answer or position of the Parish of Jefferson will be stated in writing in response to written questions in the form of addenda provided to all prospective proposers.

1.11 Written Inquiries

The Parish shall only consider written and timely communications from proposers. No negotiations, decisions, or actions shall be binding as a result of any oral discussions with any Parish employee or Parish consultant. Answers to questions that materially change or substantially clarify the RFP shall be addressed by addendum and provided to all prospective proposers.

1.12 Inquiry Periods

An initial inquiry period is hereby firmly set for all interested proposers to perform a detailed review of the RFP documents and to submit any written questions relative

thereto. *Without exception*, all questions MUST be in writing (even if an answer has already been given to an oral question during the Pre-proposal conference) and received by the close of business on the Inquiry Deadline date set forth in the Schedule of Events. Initial inquiries shall not be entertained thereafter. All official responses to inquiries will be communicated in the form of an addendum.

The Parish of Jefferson shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations of our agency and departments. The Parish of Jefferson reasonably expects and requires responsible and interested proposers to conduct their in-depth proposal review and submit initial inquiries in a timely manner.

A final 3-day inquiry period may be granted, if additional questions or requests for clarification are received as a result of an addendum. Questions relative to the addendum shall be submitted no later than three full working days, 4:30pm, from the date the addendum is posted. If necessary, another addendum will be issued to address any final questions received. Thereafter, all proposal documents, including but not limited to the specifications, terms, conditions, plans, etc., will stand as written and/or amended clarified by any addendum issued as a result of the final inquiry period.

Said written inquiries submitted by the proposer shall clearly cross-reference the relevant RFP section. The Parish shall only respond to those inquiries received by the established deadline. Answers to questions that change or substantially clarify the solicitation shall be issued by addendum and provided to all prospective proposers. Inquiries in accordance with this section may be delivered by regular mail, express courier, e-mail, hand, or fax to:

Jefferson Parish Purchasing Department
200 Derbigny Street, Suite 4400
Gretna, Louisiana 70053
Phone: (504)364-2678 Fax: (504)364-2693
Buyer Email: sduffy@jeffparish.net

1.13 Required Signed and Notarized Affidavits

Affidavits in accordance with Section 2-895 et. seq. of the Jefferson Parish Code of Ordinances are required with proposal submission. For the convenience of vendors, these affidavits have been combined into one form entitled, *Request for Proposal Affidavit*. **This affidavit (Request for Proposal Affidavit) must be completed, signed, properly notarized and submitted in its original format with the proposal submission. Failure to submit or properly execute the RFP Affidavit will result in the proposal being deemed non-responsive in accordance with Section 2-895(b) of the Jefferson Parish Code of Ordinances.**

***Pre-placed emergency contracts, as defined by Section 2-917 of the Jefferson Parish Code of Ordinances, shall be exempted from submitting the Sub-contractor Affidavit. As such, this section is NOT required to be completed in the Request for Proposal Affidavit. However, a list of all sub-contractors used in the performance of the pre-placed emergency contracts shall be submitted prior to payment on the contract.**

All persons or firms who are under contract which were awarded on a non-bid basis with Jefferson Parish or with any of its agencies, divisions or special districts or who submit responses to any request for submittals to contract on a non-bid basis with Jefferson Parish or with any of its agencies, divisions or special districts must identify all subcontractors and persons, excluding full time employees of the firm, who would assist in providing services or materials under the contract or who would share in any fees, commissions or other remuneration under the contract. Each such subcontractor or person shall submit all documents and information required by this section. Substitutions or subsequent addition of subcontractor(s) or other persons to this RFP and any ensuing contract must be requested in writing and ratified by Council resolution. Said written request shall provide to the detailed justification of the compelling need for such addition substitution

1.14 Proposal Guarantee

Each proposal shall be accompanied by a proposal guarantee in the form of a bond (from a surety licensed to conduct business in the State of Louisiana), or a certified or cashier's check or money order made payable to Jefferson Parish in the amount of one thousand dollars (\$1,000). Proposal guarantee may be forfeited for failure on the part of the selected proposer to execute the proposed agreement days after such proposed agreement is submitted to proposer in conformity with the terms, conditions, and specifications of this RFP. Proposal guarantee, not otherwise forfeited herein under shall be returned to proposer(s) upon the award of a contract.

1.15 Performance Bond

The successful proposer shall be required to provide a performance (surety) bond in the amount of two million dollars (\$2,000,000) to insure the successful performance of the agreement in accordance with the negotiated terms and conditions of the parties. The proposer acknowledges and agrees that the performance bond may be forfeited for successful proposer's failure to fully and faithfully perform its obligations in accordance with the negotiated and executed agreement.

1.16 Fidelity Bond Requirements

NOT REQUIRED FOR THIS RFP

1.17 Proposal Validity

All proposals shall be irrevocable and considered valid from the receipt date for acceptance until such time an agreement is executed.

1.18 Changes, Addenda, Withdrawals

If the proposer needs to submit changes or addenda, proposers shall submit changes or addenda in writing, signed by an authorized representative of the proposer. All addenda and changes must cross-reference the relevant RFP section. Said changes or addenda shall be delivered prior to the RFP proposal receipt date and submitted in a sealed envelope to be opened contemporaneously with the proposal submission. Proposer(s) request(s) for withdrawal of responses to this RFP must be submitted in writing and received prior to the RFP receipt date as set forth in the Schedule of Events.

1.19 Cost of Offer Preparation

All submissions in response to this RFP shall be at the sole cost and expense of the proposer and shall not be subject to reimbursement by the Parish of Jefferson.

1.20 Acceptance of Proposal Content

Proposer's submission to this RFP shall be construed as an acceptance to be bound by the terms and conditions stated herein. Any action in contradiction of this acceptance may result in rejection by the Council.

1.21 Written or Oral Discussions/Presentations

The Parish may conduct written or oral discussions with Proposer(s) to clarify and/or enhance the Parish's understanding of submitted material. Any commitments or representations made during these discussions, if conducted, may become formally recorded in the final contract. Conversely, the Parish may make awards based on initial offers. Neither negotiations nor changes to proposals will be allowed during these discussions.

1.22 Standard Terms and Conditions and Non-negotiable Contract Terms

1.22(A) The standard general terms and conditions used by the Parish of Jefferson may be found in Resolution No. 113646. A copy may be obtained from the Parish Clerk's Office, 6th Floor, General Government Building, 200 Derbigny Street, Gretna, LA 70053, 364-2626. A copy of the resolution may also be downloaded by viewing the Purchasing Department webpage of Jefferson Parish's website, www.jeffparish.net.

1.22(B) Non-negotiable contract terms include but are not limited to taxes, assignment of contract, audit of records, EEOC and ADA compliance, record retention, content of contract/order of precedence, contract changes, force majeure, governing law, including ethics statements, claims or controversies, and termination based on contingency of appropriation of funds.

1.22(C) It shall be the duty of every Parish officer, employee, department, agency, special district, board, and commission; and the duty of every contractor, subcontractor, and licensee of the Parish and the duty of every applicant for certification of eligibility for a Parish contract or program, to cooperate with the Inspector General in any investigation, audit, inspection, performance review, or hearing pursuant to Jefferson Parish Code of Ordinances Section 2-155.10 (19). By submitting a proposal, proposer acknowledges this and will abide by all provisions of the referenced Jefferson Parish Code of Ordinances.

1.23 Taxes

Jefferson Parish is exempt from paying sales taxes under Louisiana State Revised Statute 47:301(8)(c). All prices for purchases of supplies and materials by Jefferson Parish shall be quoted exclusive of State and Parish taxes.

1.24 Selected Proposer's Responsibilities

The selected proposer shall be required to provide all items and services offered in his proposal. The proposer shall be the sole point of contact for all contractual matters, including payment of any and all charges resulting under the contract.

1.25 Sub-Contractor Requirements

If the proposer intends to subcontract portions of the work or to satisfy any of the Proposer Requirements and/or Scope of Work through the use of a subcontractor, the proposer shall include the name of the subcontractor and specific designations of the tasks to be performed or Vendor Requirements to be met by respective subcontractor(s). The information requested of the proposer under the terms of this RFP shall also be supplied for each subcontractor and shall be included in the proposal. Unless specifically permitted in the contract with the Parish of Jefferson, the successful proposer(s) shall not contract with any other party for furnishing any of the work herein contracted without the ratification by Jefferson Parish Council resolution.

1.26 Insurance Requirements

Proposer shall furnish the Parish with certificates of insurance evidencing mandating coverage(s) pursuant to Resolution No. 113646 and Attachment "A". A copy of

Resolution No. 113646 may be downloaded from the Purchasing Department webpage on the Jefferson Parish website, www.jeffparish.net.

1.27 Subcontractor Insurance

The proposer shall include all subcontractors as insured under its policies or shall furnish separate certificates for each subcontractor. All coverages for subcontractors shall be in conformity with Resolution No. 113646. A copy of Resolution No. 113646 may be downloaded from the Purchasing Department webpage on the Jefferson Parish website, www.jeffparish.net.

1.28 No Guarantee of Quantities

The Parish of Jefferson does not guaranty quantity or services required in the scope of work defined in Part II. The Proposer shall provide all materials, labor, and equipment, whether specified or not, to provide a complete working system.

The quantities of items or extent of scope of work are estimated values. In the event a greater or lesser quantity is required, the Parish reserves the right to increase or decrease said values in accordance with the pricing schedule.

1.29 Contract Negotiations

The Parish administration shall negotiate the details of service delivery, the terms of the contract, and the contract price most advantageous to the Parish with the proposer(s) selected by the Jefferson Parish Council (sometimes referred to throughout this document as the "Council") and submit the contract, in final form, to the Council for ratification. Contract negotiations are limited by section 1.22 Non-negotiable Contract Terms in this RFP. In the event a contract cannot be successfully negotiated, the RFP evaluation committee shall seek authorization from the Council to negotiate a contract with another proposer under that RFP.

1.30 Cancellation of RFP or Rejection of Proposals

In accordance with Section 2-895 of the Parish of Jefferson Code of Ordinances, the Parish through its Council may reject any or all proposals received in response to this RFP, or cancel this RFP prior to proposal receipt date if in the best interest of the Parish.

1.31 Evaluation and Selection

In conformity with Section 2-895 of the Jefferson Parish Code of Ordinances, all Proposer submissions will be evaluated by the RFP Evaluation Committee. Before

beginning the evaluation process, the evaluation committee must review the RFP, concerning not only the task of description but also the qualifications and the evaluation criteria. The Evaluation Committee shall be comprised of members from requesting department(s), Research and Budget, Purchasing, Finance and Legal Department (Parish Attorney's Office). The representative of the Legal Department shall act as secretary of the evaluation committee, and is solely responsible for disseminating all information received during the review process. Also, if deemed necessary and duly authorized by Council resolution, additional employees of Jefferson Parish may be appointed as members of the RFP Evaluation Committee. After completion and tallying of the technical evaluation scores, each scoring evaluation committee member shall sign and date his individual score sheet. After the secretary of the evaluation committee collects all individual score sheets, the Purchasing Department and the requesting department shall tally the individual scores to obtain a total technical evaluation score for each proposer. Following the tabulation of technical scores, the Purchasing Department shall open the sealed pricing proposals, and shall read the pertinent portions of those pricing proposals aloud. To the extent necessary, the evaluation committee may further review and analyze the cost proposals and/or request and receive clarification of the pricing information provided by the proposers for submission to the Council. After discussion of all price proposals, the Finance Department shall calculate the cost evaluation portion of the scoring sheet, using the pricing proposals submitted by proposers and the formula below. The cost evaluation shall constitute twenty-five percent (25%) of the total points assigned, and will be based upon standard cost rates submitted by the proposers. The proposer with the lowest cost shall receive the highest cost evaluation score. Other proposers will receive a cost score computed as follows:

$$CS = (LPC/PC \times X)$$

Where: CS = Computed cost score for Proposer

LPC = Lowest proposed cost of all Proposers

PC = Proposer's cost

X = 25% of the total number of points assigned.

After the Finance Department completes the cost evaluation scores, the Purchasing Department and the requesting department shall each add the cost evaluation scores for each proposer to the tabulated technical scores of each proposer, totaling the final number of points assigned to each proposer. The tabulated score sheet shall be signed and dated by the Purchasing Department, the Finance Department and the requesting department. The secretary of the evaluation committee shall collect all individual and tabulated score sheets and deliver them to the Parish Clerk. The Evaluation Committee shall prepare and forward to the Council a memorandum identifying the qualified firms and explaining their rationale. Attached to the memorandum shall be copies of the cost proposals received in accordance with the RFP, along with any analysis or clarification completed regarding those pricing criteria. A list of names of the responsive and responsible proposers shall be submitted to the Council along with a list of the non-

responsive and non-responsive offers. Responsibility of a proposer shall be determined in accordance with competitive sealed bids in the Revised Statutes of the State of Louisiana. Responsiveness shall be determined considering the materials that the proposer has submitted and the core requirements of the RFP. Proposers are invited to attend the evaluation meeting(s) and are encouraged to check the Jefferson Parish website, www.jeffparish.net, for meeting details.

Upon completion of its analysis, the Council may either (i) adopt the resolution selecting the proposer(s) to supply the non-standard item(s) or perform the statement of work or scope of services; or (ii) reject all proposals. The Council shall select the proposal which received the highest cumulative score from the evaluation committee; except that the Council may select a proposer other than the highest-ranked proposer provided that proposer selected has been given a cumulative score by the committee that is no more than ten percent (10%) lower than the cumulative score for the highest-ranked proposer.

Award of the contract may be made without discussions after proposals are received and evaluated. Proposals should, therefore, be submitted on the most favorable terms which the proposer can submit, from a technical standpoint; and from a price standpoint. If the evaluation committee determines that discussions are necessary, written submissions or oral discussions/presentations may be required from all proposers.

1.32 Indemnification

Proposer shall agree to indemnify and hold the Parish of Jefferson, its departments, agencies, boards and commissions, officers, agents, servants and employees, including volunteers, harmless against any and all claims, demands, suits, costs, liabilities or judgments for sums of money, and fines or penalties asserted by any party, firm or organization for loss of life or injury or damages to person or property, growing out of, resulting from, or by reason of any negligent acts, errors, and/or omissions by proposer, its agents, servants or employees, while engaged upon or in connection with the services required to be performed by proposer under this RFP.

Further, proposer shall agree to indemnify the Parish of Jefferson, its departments, agencies, boards and commissions, officers, agents, servants and employees, including volunteers for all reasonable expenses and attorney's fees incurred by or imposed in connection therewith for any loss, damage, injury or other casualty pursuant to this RFP. Proposer additionally shall agree to pay all reasonable expenses and attorney's fees incurred by the Parish of Jefferson, its departments, agencies, boards and commissions, officers, agents, servants and employees, including volunteers in establishing the right to indemnity pursuant to the provisions stated herein.

1.33 Payment for Services

The proposer shall address and send the invoice to the Jefferson Parish Department of Transit Administration pursuant to the payment terms negotiated in the agreement. Payments will be made by the Jefferson Parish Department of Transit Administration no earlier than thirty (30) days after receipt of a properly executed invoice, and approval by the Jefferson Parish Department of Transit Administration. Invoices shall include the contract and order number, using department and product purchased. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

With each invoice submitted, the person or firm holding said non-bid contract shall acknowledge that no subcontractors or other persons have been added to the contract without prior Council approval by resolution. Failure to comply with this section shall result in penalties imposed upon the person or firm under contract as set forth in section 2-935.1 for professional service providers.

Successful proposers submitting payment requests for services in connection with pre-placed emergency contracts, as defined by Section 2-917 of the Jefferson Parish Code of Ordinances shall provide a list of all sub-contractors used in the performance of the pre-placed emergency contracts prior to payment on the contract.

1.34 Termination

The proposer affirmatively acknowledges and agrees that the terms of any ensuing agreement shall be binding upon the parties hereto until the work has been completed and accepted by the Parish; but said agreement may be terminated under any or all of the following conditions:

- A. By mutual agreement and consent of the parties hereto.
- B. By the Parish as a consequence of the failure of successful proposer(s) to comply with the terms or quality of work in a satisfactory manner, proper allowance being made for circumstances beyond the control of successful proposer(s) provided the Parish will give successful proposer(s) written notice of any such failure and ten (10) days (or more if authorized in writing by the manager) to cure any such failure.
- C. By either party upon failure of the other party to fulfill its obligation as set forth in the Agreement.
- D. By the Parish for convenience by issuing successful proposer(s) thirty (30) days written notice.

The continuance of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the Council. If the Council fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Parish President to prevent the total appropriation for the

year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

1.35 Assignment

The proposer affirmatively acknowledges and agrees that any ensuing agreement shall be binding upon the successors and assigns for the parties hereto. The ensuing agreement being for the personal services of the successful proposer(s) shall not be assigned or subcontracted in whole or in part by said successful proposer(s) as to the services to be performed hereunder without the written consent of the Parish, in the Parish's sole discretion.

1.36 EEOC and ADA Compliance

The proposer agrees to abide by the requirements of the following as applicable: Title VI and VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistant Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination in Employment Act of 1972, and the Contracting Party agrees to abide by the requirements of the American with Disabilities Act of 1990.

The proposer shall keep informed of and comply with all federal, state and local laws, ordinances and regulations which affect his employees or prospective employees.

Any act of discrimination committed by the proposer, or failure to comply with these statutory obligations, when applicable, shall be grounds for termination of this contract.

1.37 Audit of Records

Proposer(s) affirmatively acknowledges and agrees that pursuant to any ensuring contract, successful proposer shall maintain adequate books of account with respect to its services, in accordance with generally accepted accounting principles (GAAP) in a form and method acceptable to the Parish. Successful proposer(s) shall permit Parish and Parish's agents from time-to-time within forty-eight (48) hours written notice, to inspect, copy and audit during successful proposer(s) normal business office hours, the books and records pertaining to the services provided under this Agreement. Parish's right to audit, inspect, and make copies of FIRM's records shall be at the sole expense of Parish.

Periodic and/or Annual Reports. At any time, the Parish may request that the successful proposer(s) with the minimum of thirty (30) days written notice, prepare and/or produce a report of the results of operations, as it pertains to any ensuring agreement, in the

previous fiscal year prepared in accordance with generally accepted accounting principles (GAAP). The report must be prepared and certified by an independent certified public accounting firm. (For purposes of said agreement, each "fiscal year" begins on January 1 and ends on December 31 of the same year.)

1.38 Record Retention

The proposer shall maintain all records in relation to this proposed agreement at its location for a period of at least three (3) years upon expiration or earlier termination of the contract or for a period stipulated by the governing State and Federal regulations, whichever is longer.

1.39 Record Ownership

The proposer acknowledges and agrees that all records, reports, documents, or other material(s) developed or resulting from this RFP shall be the sole property of the Parish of Jefferson, and shall be returned to the Parish by proposer upon request at expiration or earlier termination of this agreement.

1.40 Content of Contract/Order of Precedence

In the event of a conflict among documents, the order of precedence which shall govern is as follows: 1) the final contract; and, 2) the Request for Proposal (RFP) and addenda (if any); and, 3) the proposer's proposal; and, 4) Resolution No. 113646 and any amendments thereto.

1.41 Contract Changes

Upon negotiation of a bona-fide agreement between the parties, no additional changes, amendments, or modifications may be completed without the prior ratification of the Council.

1.42 Substitution of Personnel

In conformity with Section 1.6, substitution of personnel shall be ratified by the Council. In addition to the foregoing, if during the term of the contract, the proposer cannot provide the personnel or subcontractor as stated in its submission, proposer shall submit a written request for substitution supported by resume of qualifications and written certification that said substitution shall meet or exceed the requirements stated herein. Said substitution shall be at the Parish's sole discretion.

1.43 Force Majeure

The proposer or Parish of Jefferson shall be exempted from performance under the terms and conditions of the negotiated agreement if the proposer or Parish is prevented from performing any services in whole or in part as a result of any act of God, strike, war, civil disturbance, epidemic or court order; provided the proposer or Parish of Jefferson has prudently and promptly acted to undertake any and all corrective steps that the respective parties can perform. Subject to this provision, such nonperformance shall not be construed as considered cause or grounds for early termination of this agreement.

1.44 Governing Law

All activities associated with this RFP process shall be interpreted under the laws of the State of Louisiana. All proposal submissions shall be governed in accordance with provisions of Louisiana State laws and Jefferson Parish Code of Ordinances; standard terms and conditions; Resolution No. 113646.

1.45 Claims or Controversies

Proposer, as evidenced by his signature, agrees that the agreement shall be made in accordance with the laws of the State of Louisiana. The proposer hereby agrees to the exclusive jurisdiction and venue of the 24th Judicial District Court for the Parish of Jefferson, State of Louisiana.

PART II SCOPE OF WORK/SERVICES

SCOPE A - TO PROVIDE MANAGEMENT AND OPERATIONS OF FIXED ROUTE AND PARATRANSIT (MITS) PUBLIC TRANSPORTATION SERVICES FOR THE JEFFERSON PARISH DEPARTMENT OF TRANSIT ADMINISTRATION

2.1 Scope of Work/Services

The management and operational services include, but are not limited to day-to-day management and operation of services as reasonably required by the Parish and necessary for the efficient operation of the transit system and facilities under policies, standards, and procedures established by the Parish. These day-to-day services include, but are not limited to, those related to assisting the Parish to carry out the functions of transit planning, marketing, advertising, real estate management, equipment and building utilization and maintenance, security, routes, schedules, fares, service standards, purchasing, accounting, budgeting, safety, insurance and claims, employee selection and training, employee relations, labor negotiations, public relations, equipment selection, grant applications, and all other normal managerial functions reasonably required in the day-to-day operation of the transit system.

2.1A Jefferson Parish's Responsibilities

2.1A1 Facilities

The Parish shall provide suitable facilities that will accommodate all functions to be performed by the Contractor(s). The Parish will provide the following facilities:

- * Westbank Facility - 90 First Street, Gretna, LA
- * Walkertown Terminal - 5800 Westbank Expressway, Marrero, LA
- * Gretna/ Wilty Bus Terminal & Extended Parking Lot - 1200 Van Trump & 21 Westbank Expressway, Gretna, LA
- * Eastbank Maintenance Area - 118 David Drive, Metairie, LA
- * Administrative Building - 300 David Drive, Metairie, LA

The Contractor(s) will be fully responsible for all costs related to the maintenance and operation of the above facilities; capital replacements of major systems are the responsibility of the Parish.

2.1A2 Vehicles

The Parish will provide all vehicles to be utilized under this contract.

2.1A3 Routing, Scheduling, and Fares

The Parish has the sole responsibility for setting and changing fares, routes, and schedules of service based on information provided by the Operator. Changes will be made in accordance with FTA regulations. The Parish Council must approve all such changes that constitute a major service change according to FTA regulations.

The information contained in this solicitation concerning routing and scheduling is valid as of the date of this announcement. However, Jefferson Parish reserves the right to modify all routes and schedules until the time of award, and, thereafter, in accordance with the contract provisions.

2.1A4 Changes in Service Levels

The Parish reserves the right to make changes in the contracted service levels as required by the Parish's needs. Changes will be in writing and will become part of the contract.

2.1A5 Suspension of Service

The Parish reserves the right to suspend transit service due to inclement weather and other conditions that threaten the safety of passengers. Should the Parish deem it necessary to suspend service, the Contractor(s) will be notified in a timely fashion.

2.1B Contractor's Responsibilities

2.1B1 Service Standards

The Contractor(s) will be responsible for properly maintaining separate records and summaries for this service as required to comply with all federal requirements (Federal Transit Administration, etc.) and/or as deemed necessary by the Parish.

Fixed Route Reporting. The following are the types of information which the Parish may require the Contractor(s) to maintain and provide electronically in a format approved by the Parish on a monthly basis for fixed route transit operations. The Contractor(s) shall develop data collection forms and submit them for approval by the Parish.

- * Passenger count by line on a daily basis
- * Monthly report of bike rack usage
- * Monthly report of bus lift usage
- * Half-fare and half-transfer discounts by line on a daily basis
- * Number of transfers by line on a daily basis
- * Number and value of monthly passes sold
- * Number of base fares paid by line on a daily basis

- * Number of premium fares paid (to cross the River or enter downtown New Orleans) by line on a daily basis
- * Number of tokens accepted by line on a daily basis
- * Total farebox revenue by line on a daily basis (total should correspond to number and types of fares sold)
- * Total miles operated by line each month in meeting this contract
- * Odometer and/or hubodometer reading report including each vehicle and the miles elapsed per vehicle per month
- * Total hours operated by each vehicle and by each line each month in meeting this contract
- * Preventative Maintenance schedule for each vehicle, lift/ramp, etc.
- * All other maintenance performed on each vehicle
- * Condition of each vehicle
- * Breakdown of costs for maintenance for all services by vehicle
- * Driver pay hours
- * Accident report (number of accidents and a brief description of the accident and what action was taken)
- * Monthly report of break downs by vehicle
- * All staff training that occurs during the previous month
- * All complaints and commendations received by the Contractor(s) and the disposition of complaints
- * Statement of operating revenues
- * Statement of operating expenses (Attachment G is a sample of information needed)
- * Disadvantaged Business Enterprise Utilization Reports
- * Summary of fares for the month and explanatory report including account statement

MITS Paratransit Reporting. The Parish may require the Contractor(s) to maintain and provide electronically the following information on a monthly basis. The Contractor(s) shall develop data collection forms and submit them for approval by the Parish:

- * Total passenger count on a daily basis
- * Number of transfers between RTA and JeT paratransit systems on a monthly basis
- * Number of no-shows, advance cancellations, late cancellations, missed trips on a monthly basis, and any other operating statistics required to demonstrate compliance with ADA
- * Number of trips reserved but not completed on a monthly basis
- * Number of demand trips, subscriptions trips, and will call trips on a monthly basis
- * Number of service refusals on a monthly basis
- * Monthly report of total passenger trips by passenger type (e.g. personal care assistant, guest, client)
- * Monthly report on on-time performance

- * Monthly report of MITS applications approved, denied, in process
- * Total farebox revenue on a daily basis
- * Total miles operated each month in meeting this contract
- * Odometer and/or hubodometer reading report including each vehicle and the miles elapsed per vehicle per month
- * Total hours operated by each vehicle each month in meeting this contract
- * Preventative Maintenance schedule for each vehicle, lift/ramp, etc.
- * All other maintenance performed on each vehicle
- * Condition of each vehicle
- * Breakdown of costs for maintenance for all services by vehicle
- * Driver pay hours
- * Accident report (number of accidents and a brief description of the accident and what action was taken)
- * Monthly report of break downs by vehicle
- * All staff training that occurs during the previous month
- * All complaints and commendations received by the Contractor(s) and the disposition of complaints
- * Statement of operating revenues
- * Statement of operating expenses (Attachment F is a sample of information needed)
- * Disadvantaged Business Enterprise Utilization Reports
- * Summary of fares for the month and explanatory report including account statement

For the MITS system, the Contractor(s) shall, upon request, be prepared to supply the Parish with the following data:

- * Number of certified MITS riders
- * Number of reservations by client
- * Number of trips taken by client
- * Number of reservations cancelled by client
- * Origins and destinations
- * Average time per passenger trip
- * Average distance per passenger trip

All monthly reports must be in the JPDTA office by the end of the fifteenth day after the end of the reporting period. Liquidated damages of \$100.00 per day may be assessed against the monthly invoice for all late reports.

Copies of complaints and reports regarding service shall be given to the Parish within 48 hours of receipt of same by Contractor(s).

The Contractor(s) are not to falsify data. If any information is reported differently from that reported by authorized Parish observers or service has not been performed as reported it shall be considered grounds for termination of the contract.

2.1B2e Preventative Maintenance

The Contractor(s) shall provide the Parish with a Maintenance Plan outlining the steps to be taken to meet the Manufacturer's warranty requirements and the requirements of these specifications. The Parish will monitor, through the Parish's Department of Fleet Management, the maintenance activities of the Contractor(s) and reserves the right to require corrective action for any shortcomings in the vehicle maintenance program. The items inspected shall be serviced, repaired or replaced in accordance with the original manufacturer's service manual and this contract. Contractor(s) is responsible for demonstrating compliance with proper preventative maintenance during FTA's triennial reviews and for preparing any and all materials required when a corrective action is issued.

The Contractor(s) is responsible for performing all maintenance on Parish owned equipment (equipment includes vehicles, lifts and ramps). The Contractor(s) will perform all Preventative Maintenance (PM) according to the Contractor's PM Plan which has been approved by the Parish. At no time will maintenance be performed that does not meet the manufacturer's suggested maintenance. It is the sole responsibility of the Contractor(s) to ensure that all vehicles are 100 percent PM current. Any vehicle found operating past its scheduled PM may result in liquidated damages, assessed against the monthly invoice, of \$100.00 per day, per vehicle. Any vehicle operating over three days past its scheduled PM may result in liquidated damages, assessed against the monthly invoice, of \$200.00 per day, per vehicle. The Contractor(s) will maintain accurate, complete and current vehicle maintenance records. The Contractor(s) shall utilize software acceptable to the Parish in keeping these records.

The Contractor(s) shall be responsible for keeping a vehicle file, by vehicle number, documenting all vehicle maintenance to include preventative maintenance, scheduled inspections, parts usage, unscheduled maintenance, fuel and oil usage, and labor expended on each vehicle. The Contractor(s) is responsible for keeping the vehicle file current throughout the term of the Contract and shall remit complete copies of all vehicle files to Parish at the end of the Contract. Parish will provide the Contractor(s) with Parish defect reports and Vehicle Preventative Maintenance Inspection Forms. Where an item is identified by the vehicle manufacturer as requiring regular inspection, and is not so identified by Parish on the form, the Contractor(s) shall be responsible for this item.

All vehicles are required to display, at all times, a valid Louisiana Department of Public Safety inspection sticker. The Parish will provide tires upon notification of need by

Contractor(s). Contractor(s) shall be responsible for all tire maintenance. Replacement tires will be OEM quality and grade or better.

The Contractor(s) will be required to process all warranty claims for Parish vehicles through the manufacturer's warranty department and shall obtain all warranty payments, credits, or extensions for the Parish.

The value of preventative maintenance cannot be overemphasized. The Parish shall make regular inspections of vehicles to ensure that the preventative maintenance schedule is followed completely. Parish's Safety Officer, Superintendent of Maintenance, or any other designated representative shall have immediate and unrestricted access to all vehicle maintenance records during planned or unannounced visits or inspections of facilities for the duration of the Contract.

Improper maintenance of Parish vehicles including, not following manufacturer's recommended servicing, not being PM current, operating vehicles with defects in safety related components, or overall poor maintenance that results in reducing the life of these vehicles, will be cause to terminate this contract.

2.1B2f MITS Daily Vehicle Maintenance and Performance

Prior to departure from the facility each day the driver shall conduct a full pre-operational inspection of each vehicle to ensure the proper operation of the vehicle, the lift, lights, horn, and other necessary equipment. The driver shall also ensure the presence of, and condition of the wheelchair restraint equipment. No vehicle shall be operated for wheelchair passengers unless all required restraining devices are in place.

Only the operator, other employees of the Contractor, specified employees of the Parish, paying passengers, attendants will be allowed on Parish vehicles. The Contractor(s) shall promulgate and enforce rules that will assure that all operators transport passengers safely and efficiently. The rules shall include but not be limited to:

- Securing all wheelchair passengers before moving the vehicle.
- Assisting users in boarding and alighting the vehicle.
- Picking up the passengers on time, collecting the proper fares, transporting the passengers to the proper destination, maintaining the proper records, and protecting the passengers and vehicle from harm or damage by careful operation.

2.1B2g Vehicle Cleanliness

Vehicle interiors and exteriors must be cleaned daily (whether or not a bus wash system is available/operable). Vehicles reported as dirty (not resulting from inclement weather) on two consecutive days will result in a conference between the Director of Transit Administration and the General Manager.

All vehicles shall be free from outer body and interior damages.

2.1B2h Air Conditioning and Heating

For passenger comfort, the heating and air conditioning units of all vehicles must be kept in proper working order. No vehicle will be operated with an inoperable air conditioning or heating system. Liquidated damages, assessed against a monthly invoice, of a \$100.00 per day per vehicle may be levied for any vehicles found to be operating with inoperable systems longer than the same day of a break-down, except for causes beyond the Contractor's control which have been promptly communicated and documented to the Parish in writing.

2.1B2i Safety and Inspections

Contractor(s) shall perform routine daily safety inspections of vehicles, according to a schedule to be submitted with this proposal and approved by the Parish, prior to beginning the day's service. Vehicles failing the daily inspection will not be used in service until the reason for failure is corrected. The Parish reserves the right to ensure that vehicles are being maintained properly and are in safe operating condition. If a vehicle fails inspection, it is barred from service until the problem(s) are corrected. If the Contractor(s) is found to be operating vehicles that have failed the safety inspection, the Contractor(s) shall be assessed liquidated damages, against the monthly invoice, of \$100.00 per day, per vehicle. All vehicles shall be inspected by the Parish as per the Parish's preventive maintenance plan.

2.1B2j Road Calls

In the event of a failure of a vehicle in service, Contractor(s) shall deploy a vehicle immediately upon notification to replace the failed vehicle. The failed vehicle must be returned to the Contractor's maintenance facilities and repairs made. Road calls will be recorded and reported monthly to Parish.

2.1B2k MITS Capacity Constraints

The Contractor(s) is required to comply with the Capacity Constraint Standards of the Parish's *ADA Paratransit Plan*. These standards required by the ADA include the following:

- No restrictions on the number of trips an individual is provided.
- No waiting lists for access to the service.
- Travel time –There shall be no substantial numbers of trips with excessive trip lengths.
- On Time performance –There shall be no substantial numbers of untimely pickups. A total of 90% of all one-way trips should be provided within +/- 30

minutes of the scheduled pickup time. A total of 70% of all one-way trips should be provided within +/- 15 minutes of the scheduled pickup time.

- Denials – There shall be no substantial numbers of trip denials. Trip denials due to lack of capacity should not exceed one percent of all one-way trips requested on MITS.
- Missed Trips – There shall be no substantial numbers of missed trips. Missed trips, when the MITS vehicle is unable to make its scheduled pickup, should not exceed 0.5 percent of all one-way trips.

2.1B2I MITS Travel Training

The Contractor(s) shall assist the Jefferson Parish Department of Transit Administration in conducting two travel training sessions each year for MITS riders. These training sessions will encourage MITS riders to travel on Jefferson Transit's fixed route buses whenever possible in order to relieve the excess demand for MITS services.

2.1B2m General MITS Service Requirements

Services to be provided are curb-to-curb. The rider must ask his/her guest or personal care attendant for assistance from the curb to the home or other destination. Drivers are responsible for assisting wheelchair users in boarding or alighting the vehicles as necessary. In addition, drivers are responsible for assisting passengers in securing wheelchairs and seatbelts.

Passengers must be ready 15 minutes before the scheduled pick-up time. If the vehicle is available to board within 15 minutes before or after the scheduled pick-up time, the trip is classified as "on-time". If the driver arrives more than 15 minutes after the scheduled pick-up time, the trip is classified as late.

A trip is considered a No Show when a driver arrives on-time (as defined above) to board the passenger, waits a full 5 minutes, and the passenger does not show up. The driver is expected to make every effort to see if the passenger is available to board before leaving the location to continue the run. If the driver arrives at the boarding location more than 15 minutes before the scheduled pick-up time, the driver must wait until 15 minutes before the scheduled pick-up time and then the additional 5 minutes before the passenger can be considered a No Show.

2.1C Fares

The Contractor(s) shall provide a procedural plan for the collection and security of farebox revenues, subject to the approval of the Parish. Revenues will be accountable by vault.

The Contractor(s) will be responsible for selling passes, tokens, transfers and for issuing half-fare cards for fixed route operations. The Contractor(s) will also be

responsible for selling and distributing monthly VIP passes to approved VIP pass vendor(s).

All fixed route passengers must give the driver a JeT (Jefferson Transit) ticket, pass, or token, or pay the fare in cash when entering the vehicle.

Currently a base fare of \$1.50 per one way trip is charged each JeT rider. Please see Appendix C for detailed fare information. It should be understood that this is not the Contractor's fee or rate for service, but rather the current fare charged JeT passengers for their transportation. All fares shall be deposited into an account designated by the Parish. Account statements will be sent monthly to JPDTA and the Parish Finance Department.

For the MITS paratransit system, the fare for a one way trip for the MITS certified rider is \$3. Cash or coupons are accepted. A coupon system has been approved and the coupons printed. Each coupon will be good for a one-way trip and will be sold at the cost of a current one-way fare. Personal care attendants ride free with a certified rider. However, a guest riding with a certified rider must pay the \$3 fare.

2.1D Marketing and Advertising

The Parish is currently responsible for marketing activities to promote the transit services. The Parish has the ability to place advertisements and signs on the exterior and interior of the vehicles provided to the Contractor(s). The Contractor(s) must provide reasonable access to the vehicles for the transit system's Advertising Contractor(s), who is responsible for sign maintenance. The JPDTA will be responsible for the continued administration of the advertising contract.

2.1E Supervision

The Contractor(s) is responsible for the day-to-day Parish-wide transit operations. The Contractor(s) shall assign personnel adequate to monitor the movement of vehicles. Supervision and dispatch shall be necessary during all hours of service. Additionally, Contractor(s) will dispatch supervisors to check on-time performance of all routes on a regular basis, ADA compliance, safety, cleanliness, professionalism, fare collections. The Contractor(s) shall develop a plan for a Mystery Rider Program that will, from time to time, make mystery riders available to monitor on-time performance, operator performance and other customer service related items. The frequency of rides, route assignments etc. will be made in conjunction with the Contractor(s) and approved by the Transit Director throughout the contract period.

2.1F Personnel

The Contractor(s) will be required to provide an adequate number of qualified personnel to fulfill all contract requirements.

The Contractor(s) shall be solely responsible for the provision of, and satisfactory work performance of, all employees as described by this RFP or any reasonable performance standard established by the Parish, and shall be solely responsible for payment of all employees and/or Subcontractors' wages and benefits. Without any additional expense to the Parish, the Contractor(s) shall comply with the requirements of employee liability, workers' compensation, unemployment insurance, and social security and any other federal, state or local laws, and regulations, including, without limitation, laws and regulations relating to protecting human health and the environment. The Parish shall have the right to demand removal from the project, for reasonable cause, any personnel, including the project manager, associated with the project, furnished by the Contractor(s).

The Contractor(s) is required to comply with all applicable provisions of current labor agreements in effect before and during the term of their award, including the employment of those drivers presently under contract. Additionally, Contractor(s) may be required to negotiate and secure a 13(c) Agreement in a timely manner that complies with the provisions of the United States Department of Labor. Copies of current labor contracts are available from the Parish Clerk, or from the Director of JPDTA.

In addition to those employees who are covered by present labor agreements, it is expected that the Contractor(s) will attempt, to the maximum extent feasible, to retain those individuals presently employed by Jefferson Transit in order to facilitate a smooth transition in operations.

Effective along with the start date of the Contract, the Contractor(s) shall assume all Plan sponsor duties of the A.T.U. Pension Plan. The Contractor(s) shall be deemed the successor employer of the Plan participants and will execute the Plan documentation required to transfer the Plan and Trust. The Contractor(s) shall be required to replace the prior contractor(s) trustees with its own trustees at this time. With this action, the Contractor(s), as the successor employer, will be the legal sponsor of the Plan as well as the employer of the employees that are active participants thereunder.

All decisions to expand the overall size of the Contractor's workforce beyond the staffing levels approved within the contract with Jefferson Parish, must be approved by the Director of JPDTA. If the Contractor(s) desires that the number of operations personnel be increased, the Contractor(s) must document that sufficient need and sufficient resources within the budget exist to justify the hiring.

2.1F1 Project Manager

The Contractor(s) shall designate a qualified, full-time Project Manager who shall oversee the proper management and operation of the service. Due to the critical role occupied by the position of Project Manager, it is required that this person be identified, that a detailed resume be furnished in the Proposer's response to this RFP, and that this person be available, if requested to be interviewed by the Transit Services Committee. The Project Manager must have a minimum of five (5) years of responsible transit experience, including at least two (2) years supervisory experience in operations management. The Project Manager shall be required to live in the Jefferson Parish vicinity. The Project Manager shall be selected and serve in his/her capacity with the approval of the Parish.

The Project Manager shall be required to meet with Parish management as requested.

2.1F2 Maintenance Manager

The Contractor(s) shall designate a full-time, qualified person who will reside in the Jefferson Parish vicinity, and who will serve as Maintenance Manager for this contract. The Maintenance Manager must have a minimum of five (5) years of responsible experience in transit maintenance. The Maintenance Manager shall be selected and shall serve in his/her capacity with the approval of the Parish. It is required that this person be identified, that a detailed resume be furnished in the Proposer's response to this RFP, and that this person be available, if requested to be interviewed by the Transit Services Evaluation Committee.

2.1F3 Office Staff

The Contractor(s) shall supply a sufficient number of employees to staff the Eastbank and Westbank offices at all required times. The Contractor(s) will be responsible for training these employees and making sure that all program policies and procedures are understood and followed.

2.1F4 Drivers

The Contractor(s) shall supply a sufficient number of properly qualified personnel to operate the equipment and to provide the services required. The Contractor(s) shall not utilize drivers or other employees interfacing with the public who may reasonably be thought to pose a safety or security risk. All drivers must be properly licensed in the state of Louisiana to provide this type of service. A written record from the Louisiana Department Motor Vehicles must be submitted to the Parish for each driver. Contractor(s) shall comply with all federal and state laws in selecting drivers. Drivers who do not meet the following minimum criteria may not participate in the program without the prior consent of the Parish:

- * No more than one moving violation for each year of the last five years prior to application for this program;
- * If license has ever been suspended, applicant must have two full subsequent years with no violations;
- * Must not have been convicted of any crimes relating to violence, rape or indecent behavior to juveniles, irrespective of any suspension, pardon or expunging of conviction from the court records.
- * Must not have within the past five (5) years been found in violation of Contractor's drug and alcohol program or been convicted of any DWI or drug-related offense, irrespective of any suspension, pardon or expunging of conviction from the court records.
- * Possession of a valid Louisiana Commercial Driver's License;
- * Must have passed a pre-employment drug screen and thereafter continuously comply with Contractor's drug and alcohol program (consistent with 49 CFR 655 and 49 CFR 40).

2.1G Employee Training and Safety

2.1G1 Training of Drivers and Operations Personnel

The Contractor(s) shall develop, implement, and maintain a formal training/ retraining program for all drivers. The training program shall be submitted to the Parish for review and approval. The program must provide a fixed minimum number of hours of training for new employees, including classroom instruction, behind the wheel training under supervision of a certified instructor, and in-service training. The program must provide formal retraining measures, including criteria for determining the success of retraining efforts.

The Contractor(s) shall also develop, implement, and maintain as a component of driver training formal procedures to respond to emergencies and routine problems which from time to time occur. Such occurrences to be addressed include, although are not necessarily limited to, in-service vehicle failures; lift failures on vehicles in service; passenger disturbances; passenger injuries; and vehicle accidents.

All drivers and other operations personnel involved in the operations of the MITS system shall be trained in CPR and standard First Aid and further be trained for related emergency and safety situations. The operations personnel shall be trained in the handling of mobility limited passengers (Passenger Assistance Training Techniques).

All training shall be conducted at the time individuals are hired and be repeated on an annual basis. Contractor(s) shall be responsible for all training expenses.

2.1G2 System Safety

The Contractor(s) shall assume full responsibility for assuring that the safety of passengers, operations personnel, and the Parish assets are maintained at the highest possible level throughout the duration of the Agreement.

The Contractor(s) shall develop, implement, and maintain a formal safety program. The program shall be submitted to the Parish for review and approval within three (3) months of the signing of a contract covering the services herein requested. This program should include periodic safety meetings, participation in safety organizations, and safety incentives offered by the Contractor(s) to drivers and other employees.

All drivers and maintenance personnel will be issued an electronic identification pass that will provide ingress to the Parish's maintenance facilities. The passes are issued and controlled by the Parish's Security Department. The Contractor(s) shall become familiar with all details of the Parish Security System as it applies to transit and its facilities. The Contractor(s) will adapt to this system and the rules of practice.

Contractor(s) is responsible for demonstrating compliance with proper system safety during FTA's triennial reviews and for preparing any and all materials required when a corrective action is issued.

2.1G3 ADA Compliance

The Contractor(s) shall ensure that all personnel understand and implement the requirements of the Americans with Disabilities Act (ADA) as appropriate to their duties. The Contractor(s) is responsible not only for training personnel on the ADA, but also ensuring that drivers and all other personnel remain proficient in their understanding of ADA requirements at all times.

For the MITS paratransit system, the Contractor(s) will be required to meet all service standards required by the Federal Transit Administration as meeting the requirements of the ADA. Strict adherence to these requirements must be maintained by the Contractor(s) to ensure continued funding.

The Contractor(s) shall further ensure that all drivers complete the driver-training program, *Operators on the Move* (or equivalent program meeting the same requirements), and that the program be made available for drivers to review no less than once a year. Specifically, all drivers shall be required to:

- * announce major bus stops on all buses, either manually or using the Voice Announcement System provided on all buses,
- * operate the lift system for all persons who are unable to board the steps and to assist passengers as necessary,

- * secure passengers who use wheelchairs in the designated locations using the ADA approved restraint system, and
- * provide assistance, as required, to aid persons with mobility impairments.

The Contractor(s) shall ensure that all drivers are fully trained in the use of all equipment required to meet the ADA and that they receive sensitivity training. The Contractor(s) shall further ensure that all equipment required to assist persons with disabilities, including but not limited to lifts, wheelchair restraint systems, and voice announcement systems, be maintained in operable condition. The Contractor(s) shall establish a system of regular and frequent maintenance checks of all ADA-related equipment (of which, the most important is the lift) to determine that the equipment is operable. The Contractor(s) shall ensure that drivers report immediately any failure of a lift to operate in service, or failure of any other equipment, such as the restraint system or voice announcement system, which are necessary to meet the requirements of the ADA. Contractor(s) shall have twenty-four (24) hours to fix any inoperable lifts and equipment. Should Contractor(s) fail to fix it within the time period allotted, there shall be liquidated damages in the amount of one hundred dollars (\$100.00) per day for every day that they are not fixed.

The Contractor(s) shall be responsible for monitoring all personnel to ensure that the requirements of the ADA are being implemented.

The Contractor(s) shall establish procedures for a drug testing program for all employees who perform sensitive safety functions, as prescribed by Federal guidelines, including testing before employment, when there is reasonable cause, after an accident, on a random basis, and before returning to duty after refusing to take or not passing a drug test. Refusal to take a drug test shall be cause for dismissal. Failure to pass a drug test shall be cause for immediate suspension and further handling in accord with FTA regulations.

2.1H MITS Eligibility

The qualifications for eligibility for MITS are based upon the Americans with Disabilities Act (ADA). It is the responsibility of the Contractor(s) to determine eligibility of applicants. The application procedure and requirements are detailed in the MITS Rider Guide that has been developed for riders. Every three years, riders are required to be recertified under the MITS guidelines.

Depending on the growing demand for paratransit services and the Parish's resources to support paratransit services, it may be necessary to review the MITS certification process and add an in-house interview and functional assessment screening of MITS riders prior to determining eligibility of a MITS applicant. Jefferson Parish reserves the right to add this interview and screening process to the MITS certification process if deemed necessary by the Parish. If the Parish determines that this added review process is necessary, the Contractor(s) agrees to implement the process.

If implemented, MITS applicants would be required to visit the MITS office for an interview. The interview would include functional assessment screening to be developed and conducted by the JPDTA. The Contractor(s) would be required to provide free transportation for the applicants to the interview site. The Contractor(s) would also be required to provide a suitable space for the conduct of the interviews. Upon certification, each MITS applicant will be issued a MITS photo identification card. All MITS applicants will supply a photograph or be photographed with a Parish-owned camera, and the photographs will become a part of the identification cards.

2.1I Appearance Standards

The Contractor's employees shall be neat in appearance. The Contractor(s) is required to supply uniforms to all drivers. Drivers are required to dress in approved uniforms when on duty. Proper dress includes a uniform that is clean and pressed, shoes shined, hair clean and neatly cared for. All of the Contractor's employees shall, at all times while on duty in the performance of the services required herein, be neatly and cleanly dressed and shall at all times maintain a courteous and cooperative attitude in their contact with the public.

2.1J Office Hours

The Contractor's administrative staff shall maintain business hours from 8:00 a.m. through 5:00 p.m. Monday through Friday, except for those holidays approved by the Parish. These holidays are New Year's Day, Martin Luther King, Jr. Day, Good Friday, Mardi Gras Day, Independence Day (July 4th), Labor Day, Thanksgiving Day and Christmas Day.

The Contractor(s) will be required to staff administrative facilities on both the eastbank and westbank in order to adequately serve the needs of the Parish's ridership. The Contractor(s) must ensure that the office remain fully accessible to persons with disabilities. The facilities shall be available for inspection during the bid process. Please contact the Purchasing Department (504-364-2678), to arrange for an inspection of the facilities.

2.1K Location of Contractor's Headquarters

The Contractor(s) shall staff both Eastbank and Westbank administrative offices at the existing fixed route maintenance facilities. Both offices must be fully accessible to persons with disabilities. The Contractor(s) will be expected to staff both offices at a level sufficient to meet both customer service and daily administrative needs. The Contractor(s) shall staff the administrative offices with individuals who are able to communicate transit related information effectively in both English and Spanish.

2.1L Staffing at the Transit Terminals

The Contractor(s) shall provide an employee to staff the booth at the Gretna/ Wilty Terminal. The booth shall be staffed weekdays from 6 am to 10 am and from 12 pm to 8 pm. Most split hours will occur at the beginning and end of the month. Please see Attachment R for the 2016 schedule. The attendant will have a thorough knowledge of the transit system. The booth will be stocked with schedules and maps to be provided to the bus riders. The attendant will sell tokens and monthly passes at the booth and will issue half-fare cards. Means of security for the transfer of money to and from the Maintenance Facility will be developed.

2.1M Service Restriction

The Contractor(s) shall not operate outside the local service area as defined by Parish. Parish vehicles may not be used for any service or business not directly related to the Parish transit program and approved by Parish. Vehicles may not be provided to employees to travel to and from work or for any other reason not directly related to the services provided unless prior written approval from Parish is received.

In the event that the Parish authorizes use of the Parish transit vehicles for use other than Jefferson Transit service, the Parish will ensure that the use of the vehicles complies with all Federal Transit Administration's requirements, including requirements for Charter Service as per 49 CFR Part 604.

2.1N Communications Equipment

Parish will provide communications equipment for Parish vehicles and a radio base station. The Parish has an Intelligent Transportation System (ITS) in both the fixed route and paratransit vehicles. For the paratransit system, this is a coordinated system consisting of Automatic Vehicle Locators (AVL) using Global Positioning Satellite (GPS) and Mobile Data Terminals (MDT). JPDTA uses the AVL/GPS information in conjunction with a mapping program to create a real time display and movement of the locations of both the paratransit vehicles and fixed route buses. The video display is available to the MITS office, each of the fixed route operations offices, the JPDTA office and the transit consultant's office. Additionally, the JPDTA also displays real time movement of its fixed route service on an Internet site for viewing by the public.

It is the goal of the JPDTA to be able to transfer passengers from the paratransit to the fixed route system as frequently as possible. The ability to immediately determine the location of any fixed route or paratransit vehicle using AVL greatly enhances the opportunity for coordination between the two systems.

For the MITS paratransit system, the Contractor(s) shall utilize the TripSpark software, a computerized systematic scheduling and dispatching program. This system is capable

of accommodating both advance reservations and requests for "will call" service and of integrating all demand for service into efficient vehicle hours which maximize productivity and assure service quality to levels prescribed in this Scope. In response to this RFP, the Contractor(s) shall describe any experience in the use of automated management information systems for specialized transportation.

The Contractor(s) will be expected to operate and provide any technical assistance to the Transit ITS system and coordinate the use of new technologies as they become available and as the Parish wishes to implement them. The Contractor(s) will also be responsible for adequately training personnel and ensuring that all personnel actively utilize the equipment.

As changes to transit schedules and/or routes are implemented, the Contractor(s) will be responsible for updating the ITS system as needed.

2.10 Complaint Procedure

The Contractor(s) shall develop, implement, and maintain formal procedures to respond to emergencies and routine problems that occur in the course of providing service. Such occurrences to be addressed include, although are not necessarily limited to, in-service vehicle failures; passenger disturbances; passenger injuries; and vehicle accidents.

The Contractor(s) shall provide a complaint or customer service report for recording all complaints or reports received on services. The form shall note the nature of the complaint or report, and provide space for documenting action taken. It shall be the responsibility of the Contractor(s) to notify the Parish of the report within forty-eight 48 hours of its receipt and to re-contact the reporting party of results within five (5) working days. The Contractor(s) shall investigate the report within forty-eight (48) hours of its receipt. The Contractor(s) is responsible for the investigation of all complaints received and for the taking of appropriate action (changing procedures, driver counseling or retraining, etc.).

The Contractor(s) shall develop an approved Parish complaint action form to record the nature of the complaint, the results of investigation and the action taken. A copy of each completed form shall be forwarded to the Parish within 7 days (excluding weekends) of receipt of the complaint. The Contractor's Resident Manager will be responsible for the investigation, action, and client contact for complaints and shall sign the form before forwarding it to the Parish. Complaints about the Contractor's service which are communicated directly to the Parish will be recorded and routed to the Contractor(s) within 24 hours for investigation and action as described above.

Contractor(s) will review all complaints and add to a master list/database (by complaint type and operator) allowing Contractor(s) to identify and track complaint trends such as

increases in reports of operator rudeness, unsafe driving, non-working lifts, late arrivals, etc. Contractor(s) will actively pursue means to ameliorate identifiable trends by providing additional operator customer service and/or safety training, increased checks of on-time performance, etc. Each quarter, Contractor(s) will provide JPDTA with a copy of the complaint master list and activities conducted to improve customer relations. If any employee associated with the performance of this contract receives two (2) substantiated complaints of a serious nature (including, but not limited to: being rude, discourteous, unprofessional, and/or violent toward passengers) within one (1) year, the Contractor(s) shall inform JPDTA of the action taken to remedy the situation. The Contractor(s)'s remedy shall meet or exceed the Parish's internal standards for resolving complaints in a thorough and expeditious manner.

2.1P Purchasing Procedures

In the event that the Contractor(s) wishes to procure any good or service, the Contractor(s) must contact JPDTA and adhere to the appropriate Jefferson Parish purchasing guidelines and procedures. The Contractor(s) shall purchase off of the Parish's accounts with suppliers whenever financially and logistically advantageous or possible. Otherwise, the Contractor(s) will utilize his own contracts.

2.1Q Revenue

Revenue derived from the operation of the transit system whether from passenger fares, sale of tokens, monthly and day passes, transportation contracts, proceeds from outside sales and maintenance or from other sources, shall be and remain from the initial receipt thereof, the absolute property of the Parish and the treatment of such revenue, including the banking and accounting thereof, will be as directed by the Parish.

The Contractor(s), on behalf of the Parish, shall receive, collect, and deposit all of the aforesaid revenue collected in the operations of the transit system in the manner directed by the Parish and keep and maintain the books and records reflecting the operation of the transit system in conformity with the requirements of the Parish and at the direction of the Parish, and shall render and certify to the Parish such full and complete monthly or other operating reports and financial statements as the Parish shall require.

2.1R Accounting

All costs incurred in the performance of this contract shall be recorded in an account separate from those used for other business activities of the Contractor(s). The Contractor(s) shall make his books available for a program audit to be conducted by the Jefferson Parish on an annual basis. These books, and all records, shall be available for inspection by the Parish, the Federal Transit Administration, or any other federal agency, at all reasonable times.

Accounting will be performed by the Contractor(s) as specified by Parish, Federal and/or State requirements. The accounting services furnished will include statistical and bookkeeping services and the preparation of monthly financial and operating statements showing a variety of data so that the transit system operation may be easily compared with its own past performance and with the performance of other transit operations. The Contractor(s) shall prepare such documents as necessary to enable the Parish to comply with all Federal regulations.

2.1S General Record Keeping Requirements

The Contractor(s) shall at all times maintain full, complete and accurate books of accounts and records in order to accurately and thoroughly reflect Contractor's performance of its obligations in connection with the Contract. The Parish shall have the right at reasonable business hours, from time to time, to inspect and audit such books and records and to make such photocopies as are required. Contractor(s) shall reasonably maintain all books and records of account in accordance with generally accepted accounting principles and accounting procedures consistently applied. Contractor(s) shall furnish Parish no later than 90 days following the end of each fiscal year copies of its audited consolidated financial statements for the preceding fiscal year. The statements and annual audit will be prepared and certified by an independent certified public accountant (CPA) selected by the Parish. Contractor(s) shall be responsible for the cost of the audit.

2.1T Operational Records

Jefferson Parish is required by FTA to submit an annual National Transit Database (NTD) report. The Contractor(s) will be responsible for assisting the JPDTA and any JPDTA consultants with the preparation of the NTD report.

The Contractor(s) will submit the NTD report to the Parish no later than seventy-five (75) days following the end of each respective calendar year covered by their contract. Parish will provide the Contractor(s) with the required forms and reference materials needed to complete the report. Parish will review the reports submitted by the Contractor(s) for accuracy and completeness. Should any corrections or additional information be required, the Contractor(s) will make such necessary adjustments to the report in a timely manner in order to ensure that the Parish is able to submit the annual NTD report before the April 30th deadline.

Additionally, the Contractor(s) is responsible for conducting the triennial NTD sampling required to calculate passenger miles traveled (PMT). Contractor(s) will create a sound methodology according to NTD standards, perform route sampling, calculate all required figures, and ensure the accuracy of these figures prior to providing them in a timely fashion to the Parish and the Parish's consultants. This information will be made

available to JPDTA during the FTA triennial review. The next NTD sampling year is 2014.

The Contractor(s) shall be responsible for accurately completing any requested forms. The Contractor(s) will be required to maintain all records as requested by Parish.

For the MITS paratransit system, operational records provide documentation of the daily operational procedures and will serve as a data base to monitor and evaluate the productivity of existing service requirements and methods. These records must be maintained for periodic review by the Parish. The format to be used for operating logs will be established by the Contractor(s) through consultation with the Parish.

Operational records shall include but are not limited to the following categories:

Driver Logs:

Drivers must maintain daily passenger and vehicle trip logs which shall include but are not limited to the following information:

- * Driver name and vehicle number
- * Total daily passenger counts
- * Passenger scheduled and actual pick-up time, scheduled and actual drop off time and trip destination locations
- * The total number of paying passengers
- * The daily mileage by vehicle recorded to the nearest tenth
- * The daily revenue operating hours by vehicle recorded to the nearest minute

Dispatcher Records:

- * The name, address and telephone number of the user requesting service
- * The passenger's destination and the requested arrival time at the destination
- * Identification number of the vehicle responding to the trip request
- * Estimated passenger pick-up time

A list of all reservation requests, an indication of any requests denied and an indication of the reason for a reservation denial

Operational Summary Report:

The Contractor(s) shall maintain monthly summary reports that shall include:

- * Monthly totals of the operating data, documenting any discrepancies in the reported number of passengers carried and the amount of fares collected by the operator;
- * The Contractor(s) shall also document operational problems, or passenger complaints and describe any action taken regarding these problems;

- * The Contractor's report must include the daily operator and dispatcher logs as relevant back-up information to the monthly summary report; and
- * A report, for invoice verification, which includes an itemized account by date, of the number of vehicles in service on weekdays, Saturdays, Sundays and Holidays and the number of revenue service hours
- * Requests for added service received by operators, dispatch, etc.

2.1U Sampling of Passengers

Periodic sampling of the consumers to determine the consumers' perception of the quality and quantity of the transit service may be conducted. The Parish staff will work with the Contractor(s) to develop a form appropriate for consumer use and help disseminate same.

It is the responsibility of the Contractor(s) to ensure the cooperation of all personnel with any operational procedures pertaining to survey work. The procedures may include the distribution of survey questionnaires, and/or the presence of on-board surveyors during service hours.

2.1V Liaison Requirements

Contractor(s) shall coordinate closely with Parish on all pertinent matters and operating status, particularly on any changes affecting them. Contractor(s) shall attend all meetings scheduled by Parish Transportation Advisory Board. Contractor(s) shall attend any meetings of other governmental bodies as directed.

The Contractor(s) shall work closely with its Paratransit Manager on all issues related to coordination of paratransit and fixed route operations. The Contractor(s) will also work with its Paratransit Manager to transition paratransit riders to fixed route. The Contractor(s) shall submit a plan with this RFP proposal to show how it will actively pursue measures to transition a percentage of paratransit riders to fixed route services.

2.1W Telephone Information

Fixed Route Operations - The Contractor(s) shall man four telephone lines at both the Eastbank and the Westbank Administrative offices for fixed transit operations. These lines shall be available for information on routes and schedules. At each office one of the four lines shall be restricted to incoming calls. In addition, a fifth line shall be dedicated to facsimile transmission. Information telephones shall be manned from 5:30 a.m. until 10:30 p.m. on weekdays. In addition, the Contractor(s), at its own expense, shall maintain at least one line at both offices that shall be available for necessary business calls. The numbers of the telephone lines designated for patron use shall be prominently displayed in all advertising. Because this RFP calls for combined transit operations, the Contractor(s) may consolidate telephone service at a single location if

the Contractor(s) is able to demonstrate that adequate levels of customer service will be preserved.

The Contractor(s) shall staff a customer service phone line with a live person to respond to rider questions during all hours when JeT buses operate. Currently JeT service operates 5:30 AM to 10:30 PM on weekdays, 6 AM to 10 PM on Saturdays, and 7:30 AM to 10 PM on Sundays. Individuals staffing the customer service line shall be able to communicate transit related information effectively in both English and Spanish. The Contractor(s) shall include a full description of the staffing level for this effort as a part of its proposal. Staff shall be trained in professional techniques, telephone protocol and in cooperative approaches with drivers and passengers. The customer service line designated for patron use shall be prominently displayed in all advertising.

MIT'S Paratransit Operations - The Contractor(s), at its own expense, shall provide three telephone lines that shall be available for use by patrons of the MIT'S paratransit demand-response service. These telephones shall be restricted to incoming calls and shall be for the purpose of scheduling trips on the demand-response service. The reservation telephones shall be equipped with a sequencing device so that calls are answered in the order in which they were received and a message that replays when riders are kept on hold. All conversations shall be recorded using the digital recording equipment provided by the Parish. Management shall provide periodic surveillance of telephone operators. Reservation telephones shall be manned from 8 am until 5 pm daily. In addition, the Contractor(s), at its own expense, shall maintain at least one line that shall be available for necessary business calls. The Contractor(s) shall provide an adequate number of persons to staff the demand responsive scheduling and vehicle dispatching functions, including maintaining the daily dispatch log.

A full description of the staffing level shall be included as a part of the proposal. These individuals shall be able to communicate job-related information effectively in English. Scheduling and dispatching personnel shall be trained in professional techniques, telephone protocol and in cooperative approaches with drivers and passengers. The numbers of the telephone lines designated for patron use shall be prominently displayed in all advertising.

The Contractor(s) may consolidate paratransit phone service with fixed route phone service only if the Contractor(s) is able to demonstrate that adequate levels of customer service and adequate responsiveness to MIT'S riders will be maintained.

2.1X Accidents, Injuries, and Incidents

The Contractor(s) shall notify the Parish immediately of any vehicle accidents, passenger accidents/injuries or any other major incidents, including confrontations with passengers.

The Contractor(s) shall submit quarterly safety/security reports to the Parish as required by FTA.

2.1Y Lost and Found

Contractor(s) shall maintain a "lost and found" service for items left on the vehicles.

2.1Z Fuel

The Contractor(s) shall provide all fuel, which shall be the proper type for the vehicle as specified.

2.1AA Natural/Man-Made Disasters

In the event of a natural or man-made disaster, the Contractor(s) shall follow the directives of the Parish regarding the safekeeping of the Parish's equipment, vehicles and other assets. The Contractor(s) shall also make employees (operators, mechanics, dispatch staff, managerial staff, etc.) available to assist with evacuation and post evacuation. Rate of pay during this time period shall be determined by the unions' contracts. In no event will the Contractor(s) bill the Parish for more than sixteen (16) hours per person per day.

2.1BB Security Cameras and Related Equipment

Contractor(s) will update, maintain, and seek avenues to improve JPDTA's security camera system. Contractor(s) will regularly monitor JPDTA's security cameras and all related equipment to ensure that the system is operating optimally. Additionally, Contractor(s) will coordinate and serve as a liaison between JPDTA/ grant management consultant and camera system vendors. Contractor(s) will coordinate all repairs and replacements of malfunctioning equipment with the security camera vendor(s).

Contractor(s) will also identify upgrades and replacement needs for the existing security camera systems.

2.1CC Construction/Capital Procurement

Contractor(s) will work in conjunction with JPDTA and JPDTA's consultants in the procurement of equipment for the maintenance facilities, terminals, and vehicles. Contractor(s) will assist in identifying equipment needs, qualified vendors, and in producing cost estimates. Contractor(s) will participate in all pre-bid/prep-proposal conferences, walkthroughs, etc. as requested by JPDTA.

2.1DD Taxicab Inspections

The Contractor(s) shall provide taxicab inspection services as directed by the JPDTA. The inspection shall entail a routine inspection, reporting of vehicular defects, and occupational information. The individual taxicab companies will be obligated to pay the successful vendor for these services per Section 38-7 (c) of the Jefferson Parish Code of Ordinances, which is currently \$20 per taxicab inspection that is timely, and \$30 per taxicab inspection that is delinquent.

2.1EE JeT/RTA Cooperation and Coordination

The most recent JeT surveys show that an estimated one-third of JeT riders travel between New Orleans and Jefferson Parish and use both JeT and RTA systems on a regular basis. Because a substantial number of JeT riders use both the JeT and RTA systems, JPDTA understands that increased cooperation and coordination between the JeT and RTA systems is essential to improving the ability of JeT riders to travel between the two systems and ultimately to increase ridership on the JeT system. The Contractor(s) will identify ways to improve connections between JeT and RTA in order to create a more friendly system for JeT riders who also use the RTA system. It is essential that JeT continue to coordinate transit services and look for more ways to create a seamless system for riders transferring between the two systems.

All Proposers shall submit with their proposals a plan to increase cooperation and coordination between the JeT and RTA systems. The Plan shall identify specific goals to create a more user friendly regional transit system. The Contractor(s) will meet periodically with the Regional Planning commission (RPC) and RTA to evaluate the two transit systems and to implement specific actions to improve travel opportunities between JeT and RTA. Potential actions to be examined will include coordinated bus schedules, timed transfers, improved transfer facilities, a regional public information system, as well as other measures to be agreed upon by both JeT and RTA.

2.1FF Pension Plan

Upon contract award, the successful proposer will be required to take on the Westside Pension Plan and any liabilities associated.

2.1GG Real-Time Bus Locator System

Upon contract, it will be the responsibility of the contractor to supply, at their expense, a real-time bus locator system comparable to the bus locator system currently available

on the Jefferson Parish Department of Transit Administration's website,
www.jeffersontransit.org.

2.1HH SCOPE B - TO PROVIDE TRANSPORTATION SERVICES FOR THE JEFFERSON PARISH DEPARTMENT OF CITIZENS' AFFAIRS – OFFICE OF SENIOR SERVICES

2.1HH(a) Transportation for the Department of Citizens' Affairs - Office of Senior Services

The Successful Proposer will provide transportation services for the Jefferson Parish Department of Citizens' Affairs-Office of Senior Services. The services shall facilitate a maximum of four (4) independent, simultaneous field trip destinations per day (Monday – Friday), 52 weeks per year for Senior Services and comply with the following items:

2.1HH(a)1 Personnel

Successful Proposer shall supply a sufficient number of properly qualified personnel to operate the equipment and to provide the services required. Successful Proposer shall not utilize drivers or other employees interfacing with the public who may reasonably be thought to pose a safety or security risk. All drivers must be properly licensed in the State of Louisiana to provide this type of service. A written record from the Louisiana Department of Motor Vehicles must be submitted to Jefferson Parish for each driver. In the provision of the services set forth in this scope of work, Successful Proposer shall not utilize drivers who fail to meet the minimum criteria as described in Scope A (2.1F4).

2.1HH(a)2 Vehicles

Successful Proposer shall provide all vehicles to be utilized for this service. Each vehicle shall include seating for sixteen (16) passengers and shall accommodate two (2) wheelchair passengers. Vehicles shall be equipped with a two (2) passenger flip seats. Vehicles shall be equipped with one (1) Americans with Disabilities Act (ADA)-compliant wheelchair lift and two (2) ADA-approved wheelchair restraint systems, and shall be compliant with all applicable state and federal safety standards. Vehicles shall be equipped with Steel or Aluminum sidewalls and seventy-five (75) inch minimum headroom. Vehicles shall be equipped with a minimum air conditioning rear of 70,000 BTU's, heater rear of 35,000 BTU's, and a minimum of forty (40) gallon fuel capacity. Vehicles shall have a minimum of 14,500 GVWR.

Vehicle interiors and exteriors must be clean, and shall be free from outer body and interior damages. For passenger comfort, vehicles must be equipped with heating and air conditioning systems. In the provision of this service, Successful Proposer shall not utilize any vehicle with an inoperable air conditioning or heating system.

Successful Proposer shall perform a vehicle safety inspection prior to arriving at the Jefferson Parish specified initial departure point. In no event shall a vehicle that failed the safety inspection be utilized by Successful Proposer in the provision of this service. Successful proposer shall submit their vehicle safety checklist to the Parish for approval.

In the event of a failure of a vehicle, Successful Proposer shall deploy a vehicle immediately upon notification to replace the failed vehicle. Successful Proposer shall be solely responsible for all operational expenses associated with each vehicle, including, but not limited to, fuel, insurance coverage, maintenance, and repairs.

2.1HH(a)3 Scheduling

All transportation services shall be scheduled by Jefferson Parish on a weekly basis. Prior to 4:30 p.m. each Thursday, Jefferson Parish shall provide Successful Proposer with a schedule indicating its transportation needs for the following week. Successful Proposer shall confirm the scheduling not later than twenty-four (24) hours following its receipt of Jefferson Parish's submission. In the event that Jefferson Parish desires to cancel a scheduled service, then Jefferson Parish shall immediately notify Successful Proposer of the cancellation. Jefferson Parish shall incur no charge if the Successful Proposer is notified of the cancellation by 4:00 p.m. on the day prior to the scheduled service. If Successful Proposer receives notification after that time, then Jefferson Parish shall incur the cost of the scheduled service. However, should the cancellation be the result of an Act of God, then Jefferson Parish shall not incur any charge.

2.1HH(a)4 Invoicing

Successful Proposer shall submit invoices for these services to the following address:

Parish of Jefferson
Department of Citizens Affairs
c/o Director
1221 Elmwood Park Blvd., Ste. 403
Jefferson, LA 70123

Billing shall commence at the time that the vehicle departs Successful Proposer's vehicle storage facility for the Jefferson Parish-specified initial pickup location and shall terminate at the time that the vehicle returns to Successful Proposer's vehicle storage facility following the conclusion of the field trip. However, should a field trip contain an extended period of time in which the driver and vehicle are to remain idle such that Successful Proposer dispatches the vehicle and driver to perform transportation services for a third-party during the idle period, then Jefferson Parish shall not be billed from the time that Successful Proposer dispatches the driver and vehicle to perform

transportation services for said third party to the time that the vehicle returns to the Jefferson Parish-specified pickup location. Additionally, if the vehicle is dispatched to perform services for a third party or is otherwise diverted from returning to Successful Proposer's vehicle storage facility following vehicle departure from the Jefferson Parish-specified final drop-off location, then billing shall terminate upon vehicle departure from the Jefferson Parish-specified final drop-off location.

2.1HH(a)5 Accounting

Notwithstanding any provision of this Request for Proposals to the contrary, all costs incurred in the performance of the services set forth in this section shall be recorded in an account separate from those used for any other scope of work specified in this request for proposal and from those used for other business activities of the Successful Proposer. Upon request, Successful Proposer shall make its books available for audit by Jefferson Parish. These books, and all records, shall be available for inspection by Jefferson Parish at all reasonable times.

Successful Proposer shall at all times maintain full, complete and accurate books of accounts and records in order to accurately and thoroughly reflect Successful Proposer's performance of its obligations in connection with the services set forth in this section.

2.1HH(a)6 Funding

Notwithstanding any provision of this request for proposal to the contrary, in no event shall any funding received or any assets procured with funding received from or through the United States Department of Transportation, Federal Transit Authority for the purpose of operating PARISH's mass transit system be utilized to fund, supplement, or support the services set forth in this section. Successful Proposer shall be responsible for ensuring compliance with this paragraph.

2.2 Period of Agreement

The term of any contract shall be for 4 years commencing on or about April 1, 2017, or date of execution and shall expire on March 31, 2021 with an option for two (2) additional three year extensions with approval by the Jefferson Parish Council.

If the scope of work as described in Section 2.1 of this RFP pertains to an emergency pre-placed contract, as defined in Section 2-917 of the Jefferson Parish Code of Ordinances, and if Jefferson Parish has not entered into a new contract for the same scope of work prior to May 1st of the year in which this agreement is set to expire, then

this contract shall be automatically extended until the end of the calendar year of the same year that this contract is set to expire.

2.3 Cost Proposal (Price Schedule)

Cost proposals for Scopes A & B must be submitted in separate sealed envelopes which will remain sealed until such time after the evaluation committee makes its evaluation of the proposals on all factors and criteria stated in the RFP. The cost proposals shall not be included in the evaluation criteria. Cost shall be worth twenty-five percent (25%) of the total points assigned. Evaluation of cost shall take place after technical evaluation has been completed.

Pricing must be submitted on the Cost Proposal (Price Schedule) furnished in Attachment "E". All proposed pricing shall be inclusive of all additional costs and expenses, including shipment. Prices submitted shall remain firm for the term of the contract, unless otherwise negotiated.

2.4 Deliverables

Not Applicable.

2.5 Location

The locations where fixed route and paratransit operations services are to be performed:

- Eastbank Maintenance Facility – 118 David Drive, Metairie, LA
- Westbank Maintenance Facility – 90 1st Street, Gretna, LA
- Walkertown Terminal – 5800 Westbank Expressway, Marrero, LA
- Gretna/Wilty Terminal & Extended Parking Lot – 1200 Van Trump & Westbank Expressway, Gretna, LA
- Eastbank Administrative Building – 300 David Drive, Metairie, LA

The locations where transportation services for the Jefferson Parish Department of Citizens' Affairs – Office of Senior Services are to be performed:

- A maximum of four (4) independent, simultaneous field trip destinations per day (M-F), 52 weeks per year.

2.6 Financial Profile

Firms are requested to submit documentation from the past 3 years demonstrating firm's financial stability. Documentation may include audited financial statements including balance sheets, income statements, documentation regarding retained earnings, assets, liabilities, etc.

- * Provide the name and address of principal banking institution.
- * Provide annual revenues and expenses for your company over the past three (3) years.
- * Provide your company's cash management procedures, National Transit Database (NTD) reporting procedures, payroll and benefits accounting system and other financial controls that would show the company's ability to financially manage the Jefferson Parish fixed route system.

Proposer must include information demonstrating the proposer's financial stability and ability to obtain and maintain bonding and insurance requirements in order to be eligible to be assigned a higher score. Proposals which lack the description of the company's financial status or the required certification of bonding and insurance requirements may be assigned a lower score.

Such information should be included in the technical portion of proposal submission and **MUST NOT** be included with the cost proposals.

2.7 Proposal Elements – Apply to both Scopes A & B, if applicable

2.7(A) Technical

Describe any potential charges for proposed services associated with the RFP program implementation and administration that you wish the Parish to consider.

Proposers are encouraged to submit creative and imaginative ideas to meet Jefferson Parish's needs, but the Technical Proposal should contain, at a minimum, the following information and the information requested in prior parts of this RFP. Proposers are cautioned to be sure that they have identified and responded to all requests for information contained in prior parts hereof.

The Technical Proposal should be organized in the format described below. The Parish very much wishes to receive proposals that are creative and that maximize operating efficiency. The Proposal should reflect not only the Scope of Services described earlier

but also the creative enhancements proposed by the Proposer. The Technical Proposal should contain, at a minimum, the following information.

1. **Project Understanding** - Please describe your work plan for accomplishing the Parish's goal of providing all transit services through one provider. Please provide a project management plan detailing each major activity, who will be responsible for it, and the time frame required to accomplish the task. Be specific relative to the maintenance plan, operations plan, safety plan, claims management procedures, drug and alcohol program, procurement procedures, increased ridership plan, transition plan for MITS riders to utilize fixed route, the plan for increased activity at Walkertown, and any other policies, procedures, and practices requested by the RFP or that you will utilize during the course of this contract.

The maintenance plan must include equipment and fixed asset inventory control, vehicle maintenance, facility maintenance, preventive maintenance, and any contracted-out maintenance service proposed and the reasons for it. The procurement process should follow state and federal rules relative to procurement activities.

2. **Project Organization** -An organizational chart should be provided for your company showing the positions you propose to provide under this contract. Show how this organization will relate to any other organizations and personnel in your company, if applicable.

Included with the organization chart should be the number of full-time equivalent personnel anticipated for each position and the number of part-time equivalent personnel anticipated for each position.

3. **Description of Personnel** - Please address the following questions. Answer these questions for both the parent company as well as the company proposing to operate under this contract, if applicable.

How many personnel are currently employed?

- * Please provide this information by the following classifications:

Managerial	_____
Administrative/Clerical	_____
Bus Operators	_____
Mechanics	_____
Gasoline	_____
Diesel	_____
Laborers	_____

- * What is your salary structure and benefit package for management and administrative employees?
- * Provide the company philosophy on labor-management negotiations.

- * Explain your approach to dealing with the two labor unions currently operating in this system and their contracts. Presently, operators on the Eastbank and operators on the Westbank have two different labor agreements. Explain how, as Contractor(s), you would approach union negotiations with the goal of preserving a fair labor agreement(s) without substantially increasing costs to Jefferson Parish.
- * Provide a company personnel manual.
- * Provide a description of your hiring plan for this contract.

4. Description of Transportation Operations - The Proposer is asked to further detail how it envisions its operations functioning. Included in this section must be a discussion of the following areas.

(a) Staffing Plan - Describe the functional responsibilities of each position.

The plan should discuss minimum job requirements for each position, screening procedures, training requirements, on-going staff evaluation process, personnel contingency plans and the relationship among positions. The Proposer must describe in detail how it intends to minimize staff—specifically driver—turnover and ensure stability and continuity. The Proposer must describe in detail his/her compensation program for its personnel.

Training Program - The Proposer should describe in detail the training program proposed for the operation for the life of the contract including: drivers, mechanics, and administrative staff. At a minimum, the Proposer should include a training schedule that provides an estimate of the number

- (a)** of hours spent on each subject matter presented in training. The Proposer must also identify those areas of training performed by Contractor's staff versus outside agencies. Any outside agencies used in training **MUST** be identified in the Proposal.

Sample training materials, discussion of the Proposer's training philosophy, unique programs addressing the special needs of our passengers and technical resources the Proposer brings to the project should be discussed as well. The Proposer should also distinguish what it perceives as their transition training program, normal routine program, and skills building programs for the future.

The Proposer should describe the methods used to ensure the effectiveness of training efforts as well as the methods used to measure driver performance.

- (b) **Operations Supervision Plan** - Describe what methods, procedures, techniques and programs will be put in place to ensure the delivery of consistent, high quality service. Please make a distinction between what the basic requirements will be for dispatching and supervision versus what extra efforts will be applied to address the problems and issues identified in the Project Understanding.
 - (c) **Safety Program** - Describe in detail the driver and passenger safety efforts contemplated for this operation. Include a description of the standards applied to the work force in terms of minimum acceptable safety performance and the means used to measure such performance.
 - (d) **Work Force Management Plan** - Describe the operating procedures and tools that will be put in place to manage the work force. Include a description of internal communication programs, code of conduct, dress codes. A copy of personnel policies and procedures (including drug and alcohol policies) used on similar projects should be included in the appendix of the proposal.
5. **Description of Maintenance Program** -The Proposer's maintenance plan must include equipment and fixed asset inventory control, vehicle maintenance, facility maintenance, preventive maintenance plan, and any contracted-out maintenance service proposed and the reason for it. Describe in detail the elements of your maintenance program including, but not limited to, the following areas:
- (a) **Preventive Maintenance (PM) Program** - Describe the PM intervals you recommend for this fleet (that will comply with FTA requirements) and describe in detail the activities performed for each inspection. Included in your discussion should be a detailed explanation of your wheelchair lift/ramp and air conditioning PM program. Include a discussion on the safeguards in place to ensure PM's are kept current. Elaborate on any experiences you have had maintaining buses or similar body or chassis equipment and any special maintenance procedures you recommend to address potential problem areas.
 - (b) **Daily Inspection Program** - Discuss your program for inspections to ensure vehicles are in top mechanical order and comply with all federal requirements before leaving the garage each day. Describe the reporting and record keeping system to be used to identify and correct mechanical defects in a timely manner. Discuss the communications program between the operations staff and the maintenance staff.

- (c) **Record Keeping** - Explain the methods used to maintain a vehicle history file. Explain what information is captured and what "flags" will be used to identify potential mechanical problems. Describe how record keeping will be done to control equipment and fixed asset inventory.
- (d) **Staffing Plan** - Provide a description of your maintenance staffing plan including minimum qualifications and training program. Include in your discussion the activities of mechanics, cleaners, service island workers and other maintenance-related personnel.
- (e) **Road Call Procedures** - Describe your operating procedures and maintenance capabilities for handling road calls.
- (f) **Facility Maintenance Plan** - Describe your plan for facility maintenance.
- (g) **Contracted-out Maintenance** – If applicable, describe why contracting out certain maintenance functions and responsibilities would be more cost efficient and more advantageous to Jefferson Transit than handling those responsibilities in house.

6. Description of Administration Program - Describe the procedures that will be established to administer the Jefferson Transit system. Identify where each function will be performed, whether it be locally, through an independent service, or off-site at corporate headquarters.

- (a) **Data Capture** - Describe the methods that will be used to capture and report the data requested by the Parish for this project. Include any suggestions you may have to streamline or improve the process. State whether or not you have the capability to send data to the Parish via e-mail. Describe what measures you will undertake to ensure that data collection measures and data reporting are comprehensive, accurate, and precise. Particular emphasis should be paid to the methods that will be adopted to ensure that farebox receipts are accurate and complete.
- (b) **Communications Plan** - Provide a description of the weekly and monthly reports to be provided to the Parish. Discuss what information will be communicated immediately, weekly and monthly. Discuss the process used to investigate complaints and the potential follow-up actions that may be taken to ensure problems are not systemic or likely to occur again. Discuss what actions will be taken in the event that it is determined that problems/complaints are systemic or appear to be increasing.

Discuss methods to be used to maintain solid communication within the organization including the maintenance of personnel records and the communication of rules, procedures and other information drivers are required to possess to ensure the quality delivery of service.

- (c) **Accounting Plan** - Describe the methods you will use to process payroll, payable and other financial data. Describe the checks in place to ensure the accurate, timely processing of payroll and the prevention of fraud.
- (d) **Fare Collection** - Describe your proposed method for collecting and accounting for fare tickets, passes, and tokens, and for the collecting and accounting for cash fares. Also describe your familiarity with the Genfare fareboxes that are installed on JeT buses and your ability to transpose accurately the information recorded by the fareboxes into regular, legible, and comprehensive spreadsheet reports, as requested by the JPDTA. Summary data reported in such reports must be accurate and must reasonably correspond to the revenues reported in the monthly performance reports that are to be distributed to the JPDTA.

Additionally, Proposer must provide a guarantee of not less than 98% fare collection. If a discrepancy exists between fare revenues projected from farebox data and actual revenues collected, the Contractor(s) will be responsible for reimbursing the JPDTA for any uncollected or under-collected farebox revenues. Accuracy of farebox reporting will be confirmed by random audits by JPDTA personnel.

- (e) **Records Maintenance** - Describe your plans for producing and maintaining records appropriate or necessary for your sources.
- (f) **Dispatching and Scheduling** - Describe your plans for dispatching and scheduling services to be provided.

- 7. **Management Team** - List the Project Manager for this project and describe what unique abilities he/she brings to the project. Include a detailed resume of each management team member that lists their professional experience and length of time at each assignment including the length of time with the Proposer's organization.
- 8. **DBE Program** - The Proposer should describe their efforts to involve Disadvantaged Business Enterprise in this project. The Proposer should specifically state their intent to meet or exceed the most recently established Parish threshold of 9% DBE participation in all aspects of transit sub-contracting and procurement. The Proposer should also outline those strategies and

techniques that will be adopted to facilitate maximum DBE participation and to increase DBE participation over the life of the contract.

The Parish will provide Proposers with its current DBE Directory upon request.

9. Relevant Experience - The Proposer should provide a statement of its experience in operating transit systems. Include within this statement an explanation of your management philosophy; customer service policies; marketing approaches; passenger complaint procedures; experience and relationship with the Federal Transit Administration and Congressional delegates; and other issues that would lead to overall customer satisfaction, ridership increase, and promoting the growth of transit service within Jefferson Parish.

Please provide the following information on **ALL** transit service contracts your company has worked on over the past five (5) years that demonstrate your ability to operate JeT's system: contract price, annual hours of service, annual revenue miles, annual budget, type(s) of service number and type of vehicles, name, address, and telephone number of client's principal managing the contract.

List any contracts your company has failed to complete or which have been terminated prior to their expiration and provide an explanation for each.

Provide a resume and job description for the key personnel that you will use to fill the key positions in the proposed scope of work. Provide specific information on the job skills each brings to the organization. If you intend to use any subcontractors, name each subcontractor, the reason for using them, and the responsibilities they will have.

It should be noted that changes in key personnel assigned to the project must be approved by the Parish. It should also be noted that proposed additional staff beyond the number of full time employees (FTE) identified by the Proposer herein, whether administrative, managerial, or bus operator, or otherwise, must be specifically approved by the Director of the JPDTA.

9. References - Please provide at least three (3) references who can attest to knowledge of your company, its operations and capabilities.

10. Insurance Adequacy – Proposer shall provide a Certificate of Insurance for the required coverage with its proposal. A statement shall identify the carriers proposed for each type of coverage, state its Best size and strength ratings, state whether it is Louisiana-admitted so as to participate in the Louisiana insolvency pool, and state the deductible amount of coverage proposed for auto liability, comprehensive general liability and collision insurance. Premiums for

each type of coverage should also be stated. The Parish shall evaluate the adequacy of the carriers proposed.

11. Financial Profile – Please provide the past 3 years of financial statements (as expressed in American dollars). If the company proposing to provide services contract is a subsidiary, then it should provide its financials as well as the parent company's financials. The financial statements must include all assets, balance sheets and income statements, etc. showing retained earnings, etc. that would demonstrate proposer's financial stability and certification to obtain and maintain bond and insurance requirements.

Provide the name and address of principal banking institution.

- * Provide annual revenues and expenses for your company over the past three (3) years.
- * Provide your company's cash management procedures, National Transit Database (NTD) reporting procedures, payroll and benefits accounting system and other financial controls that would show the company's ability to financially manage the Jefferson Parish fixed route system.

Such information should be included in the technical portion of proposal submission and MUST NOT be included with the cost proposals

12. Plan to Increase Ridership – Proposer will submit a detailed plan for increasing overall ridership. This plan will include detailed information as to how this will be accomplished as well as a timeline.

2.7(B) Qualifications and Experience

Detailed description of customer service capabilities, including resumes of personnel assigned, total number of personnel and timeline of customer inquiries and complaints.

Resumes for account manager(s), designated customer service representative(s) and any and all key personnel anticipated to be assigned to this project.

Resumes of any and all subcontractors shall likewise be included.

References from at least three firms (governmental and/or private) for whom equal or larger scope services are either currently being provided or in recent past not to exceed two (2) years. Contact person(s), addresses and telephone numbers for each reference provided shall be included.

Include information demonstrating the Proposer's financial stability and certification to obtain and maintain bonding and insurance requirements will be assigned a higher score. Proposals which lack the description of the company's

financial status or the required certification of bonding and insurance requirements may be assigned a lower score.

PART III EVALUATION

3.1 Evaluation Criteria

The proposed evaluation criteria shall be looked upon as standards which measure how well a proposer's approach meets desired performance requirements, and which permit an evaluation of the differences between desired performance characteristics and what the proposer proposes to do.

The proposed evaluation criteria shall measure how well a proposer's approach meets desired minimum performance standards defined in the RFP, and shall allow for the quantification of the differences between those stated minimum standards and what the proposer intends to do. In accordance with Section 2-895 of the Code of Ordinances for Jefferson Parish a scoring system must be devised and impartially applied to each proposal to assure objectivity and thoroughness in comparative analysis.

Cost shall be worth twenty-five percent (25%) of the total points assigned. Evaluation of cost shall take place after technical evaluation has been completed.

1) TECHNICAL PROPOSAL (Maximum of 75 Points)

"The following criteria shall measure the qualifications, technical capabilities and core competency of the proposers and their submissions:"

- | | |
|---|-----------|
| A. Qualifications and Project Understanding | (20)_____ |
| B. Project Organization and Management Team | (15)_____ |
| C. Maintenance Plan | (10)_____ |
| D. Experience and References | (10)_____ |
| E. Personnel – Position Descriptions and Duties | (10)_____ |
| F. Responsiveness to the RFP | (5)_____ |
| G. Financial Profile of Company | (5)_____ |

2) COST PROPOSAL

The proposer with the lowest cost shall receive the highest cost evaluation score. Other proposers will receive a cost score computed as follows:

$$CS = (LPC/PC \times X)$$

Where: CS = Computed cost score for Proposer

LPC = Lowest proposed cost of all Proposers

PC = Proposer's cost

X = 25% of the total number of points assigned

Maximum # of
Points 25

TOTAL MAXIMUM POINTS FOR THIS RFP 100

PART IV. PERFORMANCE STANDARDS

4.1 Performance Requirements

See section 2.1 Scope of Work/ Services for description of when reports, schedules and specific tasks are to be performed. Tasks will be performed on a schedule to be negotiated with the successful proposer.

4.2 Performance Measurement/Evaluation

The Parish will measure Contractor(s) performance in the following ways and may do so in other ways:

- Parish staff members will ride and/or randomly check Contractor's service and report all problems, concerns and aspects of the service.
- The Parish will randomly sample the Contractor's service and analyze on-time performance, passenger treatment, as well as vehicle condition and cleanliness.
- The Parish will review and verify daily, weekly and monthly operating invoices and statistics provided by the Contractor(s). This will be the basis for determining whether service standards are met.
- Vehicles will be subject to inspection as per the Contractor's approved preventative maintenance plan.

Pertains to Scopes A & B

ATTACHMENT "A"

INSURANCE REQUIREMENTS

All insurance requirements shall conform to Jefferson Parish Resolution No. 113646 dated 12/09/2009.

The proposer shall not commence work under this contract until it has obtained all insurance and complied with the insurance requirements of the specifications and Resolution No. 113646.

WORKER'S COMPENSATION INSURANCE

As required by Louisiana State Statute, exception; Employer's Liability, Section B shall be \$1,000,000 per occurrence when Work is to be over water and involves maritime exposures to cover all employees not covered under the State Worker's Compensation Act, otherwise this limit shall be no less than \$500,000 per occurrence.

COMMERCIAL GENERAL LIABILITY

Shall provide limits not less than the following: \$1,000,000.00 Combined Single Limit per Occurrence for bodily injury and property damage.

COMPREHENSIVE AUTOMOBILE LIABILITY

Bodily injury liability \$1,000,000.00 each person; \$1,000,000.00 each occurrence. Property Damage Liability \$1,000,000.00 each occurrence.

DEDUCTIBLES

No insurance required shall include a deductible greater than \$10,000.00. The cost of the deductible is borne by the proposer.

UMBRELLA LIABILITY COVERAGE

An umbrella policy or excess may be used to meet minimum requirements.

Pertains to scopes A & B

ATTACHMENT "B"

Request for Proposals #0357

Project Description

SIGNATURE PAGE

The Jefferson Parish Department of Purchasing is soliciting Request for Proposals (RFP'S) from qualified proposers who are interested in providing Management and Operations of Fixed Route and Paratransit (MITS) Public Transportation Services for the Jefferson Parish Department of Transit Administration.

Request for Proposals will be received until 4:30 p.m. Local Time on: Friday, December 16, 2016.

Acknowledge Receipt of Addenda: Number: _____
Number: _____
Number: _____
Number: _____
Number: _____
Number: _____

Name of Proposer: _____

Address: _____

Phone Number: _____ Fax Number _____

Type Name of Person Authorized to Sign: _____

Title of Person Authorized to Sign: _____

Signature of Person Authorized to Sign: _____

Email Address of Person Authorized to Sign: _____

Date: _____

This RFP signature page must be signed by an authorized Representative of the Company/Firm for proposal to be valid. Signing indicates you have read and comply with the Instructions and Conditions.

Pertains to scopes A & B

ATTACHMENT "C"

CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF

INCORPORATED.

AT THE MEETING OF DIRECTORS OF _____
INCORPORATED, DULY NOTICED AND HELD ON _____,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

RESOLVED THAT _____, BE AND IS HEREBY
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-FACT OF
THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON BEHALF OF THIS
CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS AND TRANSACTIONS WITH
THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES, DEPARTMENTS, EMPLOYEES OR
AGENTS, INCLUDING BUT NOT LIMITED TO, THE EXECUTION OF ALL PROPOSALS,
PAPERS, DOCUMENTS, AFFIDAVITS, BONDS, SURETIES, CONTRACTS AND ACTS AND TO
RECEIVE ALL PURCHASE ORDERS AND NOTICES ISSUED PURSUANT TO THE PROVISIONS
OF ANY SUCH PROPOSAL OR CONTRACT, THIS CORPORATION HEREBY RATIFYING,
APPROVING, CONFIRMING, AND ACCEPTING EACH AND EVERY SUCH ACT PERFORMED
BY SAID AGENT AND ATTORNEY-IN-FACT.

I HEREBY CERTIFY THE FOREGOING TO BE A TRUE
AND CORRECT COPY OF AN EXCERPT OF THE
MINUTES OF THE ABOVE DATED MEETING OF THE
BOARD OF DIRECTORS OF SAID CORPORATION,
AND THE SAME HAS NOT BEEN REVOKED OR
RESCINDED.

SECRETARY-TREASURER

DATE

Pertains to Scopes A & B

ATTACHMENT "D"

**Request for Proposal
Affidavit Instructions**

- **Affidavit is supplied as a courtesy to Affiants, but it is the responsibility of the affiant to insure the affidavit they submit to Jefferson Parish complies, in both form and content, with federal, state and Parish laws.**
- **Affidavit must be signed by an authorized representative of the entity or the affidavit will not be accepted.**
- **Affidavit must be notarized or the affidavit will not be accepted.**
- **Notary must sign name, print name, and include bar/notary number, or the affidavit will not be accepted.**
- **Affiant MUST select either A or B when required or the affidavit will not be accepted.**
- **Affiants who select choice A must include an attachment or the affidavit will not be accepted.**
- **If both choice A and B are selected, the affidavit will not be accepted.**
- **Affidavit marked N/A will not be accepted.**
- **It is the responsibility of the Affiant to submit a new affidavit if any additional campaign contributions are made after the affidavit is executed but prior to the time the Council acts on the matter.**
- **Failure to submit or properly execute the RFP Affidavit will result in the proposal being deemed non-responsive in accordance with Sec. 2-895(b) of the Jefferson Parish Code of Ordinances.**

Instruction sheet may be omitted when submitting the affidavit

Request for Proposal

AFFIDAVIT

STATE OF _____

PARISH/COUNTY OF _____

BEFORE ME, the undersigned authority, personally came and appeared: _____
_____, (Affiant) who after being by me duly sworn, deposed and said that
he/she is the fully authorized _____ of _____ (Entity),
the party who submitted a proposal in response to RFP Number _____, to the Parish of
Jefferson.

Affiant further said:

Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

Choice B _____ there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

Affiant further said:

Debt Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

Choice B _____ There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

Solicitation of Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all elected officials of the Parish of Jefferson, whether still holding office at the time of the affidavit or not, where the elected official, individually, either by **telephone or by personal contact**, solicited a campaign contribution or other monetary consideration from the Entity, including the Entity's officers, directors and owners, and employees owning twenty-five percent (25%) or more of the Entity, during the two-year period immediately preceding the date the affidavit is signed. Further, to the extent known to the Affiant, the date of any such solicitation is included on the attached list.

Choice B _____ there are **NO** solicitations for campaign contributions which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by

the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.

Affiant further said:

Subcontractor Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Affiant further said that attached is a listing of all subcontractors, excluding full time employees, who may assist in providing professional services for the aforementioned RFP.

Choice B _____ There are **NO** subcontractors which would require disclosure under Choice A of this section.

Signature of Affiant

Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE _____ DAY OF _____, 20____.

Notary Public

Printed Name of Notary

Notary/Bar Roll Number

My commission expires _____.

ATTACHMENT "E"

YEARS 1 - 4 COST PROPOSAL

Scores for cost will be based on this attachment, therefore vendors must complete attachment E.

FIXED ROUTE & PARATRANSIT OPERATIONS (Scope A) -

Please provide a unit price per vehicle revenue hour. This price shall be inclusive of all services required of Contractor(s) under this contract. The price stated shall be valid for service at the current level (105,125 vehicle revenue hours for fixed transit and 36,400 vehicle revenue hours for paratransit) plus or minus ten (10%) percent. Section 2.3 of this RFP discusses determination of price beyond those parameters.

FIRST YEAR COST PROPOSAL

- A. \$_____ per vehicle revenue hour for fixed transit operations x
105,125 hours = \$_____
- B. \$_____ per vehicle revenue hour for paratransit operations x
36,400 hours = \$_____.

SECOND YEAR COST PROPOSAL

- C. \$_____ per vehicle revenue hour for fixed transit operations x
105,125 hours = \$_____
- D. \$_____ per vehicle revenue hour for paratransit operations x
36,400 hours = \$_____.

THIRD YEAR COST PROPOSAL

- E. \$_____ per vehicle revenue hour for fixed transit operations x
105,125 hours = \$_____
- F. \$_____ per vehicle revenue hour for paratransit operations x

36,400 hours = \$_____.

FOURTH YEAR COST PROPOSAL

G. \$_____ per vehicle revenue hour for fixed transit operations x
105,125 hours = \$_____

H. \$_____ per vehicle revenue hour for paratransit operations x
36,400 hours = \$_____.

I. Years 1 – 4 Cost Proposal Totals (A+C+E+G)

Fixed Route Operations = \$_____

J. Years 1 – 4 Cost Proposal Totals (B+D+F+H)

Paratransit Operations = \$_____

TOTAL Cost Proposal for Scope A (I + J) = \$_____

YEARS 1-4 COST PROPOSAL – SENIOR CENTERS (Scope B)

Please provide a unit price per vehicle revenue hour. This price shall be inclusive of all services required of contractor (s) under this contract. The price stated shall be valid for service at the current level (3,000 vehicle revenue hours for hourly senior center transportation) plus or minus ten (10%) percent. Section 2.3 of this RFP discusses determination of price beyond those parameters.

FIRST YEAR COST PROPOSAL

A. \$_____ per vehicle revenue hour for Senior Center
transportation

x 3,000 hours = \$_____

SECOND YEAR COST PROPOSAL

B. \$_____ per vehicle revenue hour for Senior Center
transportation

x \$3,000 hours = \$ _____

THIRD YEAR COST PROPOSAL

C. \$ _____ per vehicle revenue hour for Senior Center
transportation

x \$3,000 hours = \$ _____

FOURTH YEAR COST PROPOSAL

D. \$ _____ per vehicle revenue hour for Senior Center
transportation

x \$3,000 hours = \$ _____

TOTAL Cost Proposal for Scope B (A + B +C + D) =

\$ _____

GRAND TOTAL (Total Cost Proposal for Scopes A + B) =

\$ _____

Price Submitted By:

Signature

Printed Name

Title

Date

Pertains to Scope A – Sample Only, Do Not Complete (See Section 2.1B1)

ATTACHMENT "F"					
PROJECTED COST / PROFIT FORM FOR MITS PARATRANSIT					
		Year 1	Year 2	Year 3	Year 4
Line Item		2017-2018	2018-2019	2019-2020	2020-2021
Labor Costs					
1. Drivers					
2. Maintenance					
3. Dispatch					
4. Administrative					
5. Fringe Benefits					
6. Other (List)					
Sub-Total Labor					
Start-Up Costs (list)					
Maintenance and Operations					
1. Legal Services					
2. Accounting, Payroll					
3. Medical Exams, Services					
4. Service Contracts					
5. Contract Labor					
6. Registrations					
7. Dues, Subscriptions					
8. Travel and Meetings					
9. Employee Incentives					
10. Uniforms, Clothing					
11. Bond and Surety Costs					
12. Insurance - (Other than flee liability and physical damage)					
13. Utilities					
14. Advertising					
15. Postage					
16. Printing					
17. Antifreeze					
18. Towing					
19. Bus Parts					

20. Tire Recapping						
21. Oil, Lubricants						
22. Taxes						
23. Drug and Alcohol Testing						
24. Telephone						
25. Pager Service						
26. Maintenance - Tools						
27. Minor Equipment						
28. Rentals						
29. Auto Expense						
30. Pension Administration						
31. Maintenance, Other						
32. Miscellaneous						
33. Office Supplies						
34. Safety Expense						
35. Other (list)						
Sub-Total Maintenance & Operations						
Miscellaneous Costs						
1. Insurance - Fleet Liability						
2. Insurance - Physical Damage						
3. Health Insurance						
4. Fuel						
5. Annual Audit						
Sub-Total Miscellaneous						
TOTAL						
Provide Breakdown of:						
Fringe Benefits						
Pension						
FICA Tax						
Unemployment Tax						
Holiday Pay						
Vacation Pay						

Pertains to Scope A – Sample Only, Do Not Complete (See Section 2.1B1)

ATTACHMENT "G"					
PROJECTED COST / PROFIT FORM FOR FIXED ROUTE					
		Year 1	Year 2	Year 3	Year 4
Line Item		2017-2018	2018-2019	2019-2020	2020-2021
Labor Costs					
1. Drivers					
2. Maintenance					
3. Dispatch					
4. Administrative					
5. Fringe Benefits					
6. Other (List)					
Sub-Total Labor					
Start-Up Costs (list)					
Maintenance and Operations					
1. Legal Services					
2. Accounting, Payroll					
3. Medical Exams, Services					
4. Service Contracts					
5. Contract Labor					
6. Registrations					
7. Dues, Subscriptions					
8. Travel and Meetings					
9. Employee Incentives					
10. Uniforms, Clothing					
11. Bond and Surety Costs					
12. Insurance - (Other than fleet liability and physical damage)					
13. Utilities					
14. Advertising					
15. Postage					
16. Printing					
17. Antifreeze					
18. Towing					
19. Bus Parts					

20. Tire Recapping						
21. Oil, Lubricants						
22. Taxes						
23. Drug and Alcohol Testing						
24. Telephone						
25. Pager Service						
26. Maintenance - Tools						
27. Minor Equipment						
28. Rentals						
29. Auto Expense						
30. Pension Administration						
31. Maintenance, Other						
32. Miscellaneous						
33. Office Supplies						
34. Safety Expense						
35. Other (list)						
Sub-Total Maintenance & Operations						
Miscellaneous Costs						
1. Insurance - Fleet Liability						
2. Insurance - Physical Damage						
3. Health Insurance						
4. Fuel						
5. Annual Audit						
Sub-Total Miscellaneous						
TOTAL						
Provide Breakdown of:						
Fringe Benefits						
Pension						
FICA Tax						
Unemployment Tax						
Holiday Pay						
Vacation Pay						

Pertains to Scopes A & B

ATTACHMENT "H"

RESPONDENT'S QUESTIONNAIRE

1. How many people does your firm currently employ? _____
2. Of the people employed, what are the job classifications involved, and how many people are assigned to each classification?

Classification	Number of Employees
Managerial	_____
Administrative/Clerical	_____
Bus Drivers	_____
Mechanics (gas engine)	_____
Mechanics (diesel engine)	_____
Laborers	_____

3. List similar services that you currently have underway or have completed within the last five years that demonstrate your firm's ability to perform the requirements of this contract.

Contract Price	Kind of Transportation Service	Location of Work	Percent Complete	Expected Completion	Prime or Sub-Contractor (?)
----------------	--------------------------------	------------------	------------------	---------------------	-----------------------------

Provide the names of those clients (other than individuals itemized in question 3), including public bodies, for whom you have performed transportation services

over the past five years. Include the names of persons to contact and telephone numbers.

a. Name of Client_____

Business Address_____

Type of Business_____Telephone ()_____

Contact Person_____

b. Name of Client_____

Business Address_____

Type of Business_____Telephone ()_____

Contact Person_____

c. Name of Client_____

Business Address_____

Type of Business_____Telephone ()_____

Contact Person_____

d. Name of Client_____

Business Address_____

Type of Business_____Telephone ()_____

Contact Person_____

5. Identify your firm's Board of Directors, Officers, Resident General Manager, Maintenance Manager, and other personnel to be assigned to this project. Resumes giving the experience of these individuals and describing duties, including all managerial positions should be attached to this proposal. Resumes must include the individual's name, present position or office in the organization, years of transportation experience, type of transportation work, and names of previous firms where employed and in what capacity.

6. Name	Title	Name	Title

6. Have you or your organization, or any officer or partner thereof, ever failed to complete a contract? If so, give details.

7. Is any litigation pending against you or your organization? If so, give details.

8. Have any formal complaints or suits been filed against your organization for non-compliance with any Federal regulations? If so, give details.

9. Name your principal financial institution for financial responsibility reference.

Name of Bank _____
Street Address _____
City, State, Zip _____

Officer Familiar with Proposer's Account_____

10. State your firm's average annual receipts over the past three fiscal years.

_____	_____	_____
2014	2015	2016

11. Provide a financial statement prepared and certified by an independent accounting firm covering your firm's last fiscal reporting year.

The undersigned certifies that they are legally authorized by the respondent to make the statements and representations contained in this document, and represents and warrants that the foregoing information is true and accurate to the best of their knowledge, and intends that the Parish of Jefferson, Louisiana, rely thereon in evaluating the respondent.

Respondent's Name_____Date of Signing_____

Signature_____Title_____

Pertains to Scope A

ATTACHMENT "I"

FEDERAL TRANSIT ADMINISTRATION'S MANDATORY PROVISIONS

Contractor(s) agrees to acknowledge that Jefferson Parish has a grant agreement with the FTA, and Contractor(s) agrees to adhere to any and all terms and conditions of the grant agreement as they relate to obligations the Bidders would assume under this contract. The contractor(s) assumes all responsibilities for compliance with the United States Department of Transportation, Federal Transit Administration (FTA) Master Agreement, a copy of which can be viewed at <http://www.fta.dot.gov/documents/21-Master.pdf>. This Master Agreement covers Federal financial assistance authorized by Federal transit laws codified at 49 U.S.C. 05301 et seq.; Title 23, United States Code (Highways); the Intermodal Surface Transportation Efficiency Act of 1991, as amended; or other Federal enabling laws administered by FTA. Any obligation of a Proposer or Contractor(s) to comply with governmental standards or regulations shall include the obligation to document such compliance. Any purchases made by Contractor(s) using federal funds shall be made in compliance with FTA third-party contracting requirements (Circular 4220.1F), a copy of which can be viewed at http://www.ft.dot.gov/legislation_law/12349_8641.html. Any Contractor(s) shall supply and/or execute such documents as the Parish may reasonably need to affect the purposes of this contract or to comply with federal applicable regulations. All proposals shall contain all certifications, duly executed, contained in Attachment "J" which are applicable. Failure to do so may result in the Parish's refusal to consider the bid.

Pertains to Scope A

ATTACHMENT "J"

**Third-Party Federal Contract Clauses for Operations/Management
Required by Federal Transit Administration (FTA)**

1. NO GOVERNMENT OBLIGATION TO THIRD PARTIES

(1) The Purchaser and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Purchaser, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

(2) The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

**2. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS
AND RELATED ACTS**

31 U.S.C. 3801 et seq.
49 CFR Part 31 18 U.S.C. 1001
49 U.S.C. 5307

(1) The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § § 3801 et seq . and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.

(2) The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307(n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

(3) The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

ACCESS TO RECORDS AND REPORTS

49 U.S.C. 5325
18 CFR 18.36 (i)
49 CFR 633.17

1. Where the Purchaser is not a State but a local government and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C. F. R. 18.36(i), the Contractor agrees to provide the Purchaser, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any books, documents, papers and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions. Contractor also agrees, pursuant to 49 C. F. R. 633.17 to provide the FTA Administrator or his authorized representatives including any PMO Contractor access to Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311.

2. Where the Purchaser is a State and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C.F.R. 633.17, Contractor agrees to provide the Purchaser, the FTA Administrator or his authorized representatives, including any PMO Contractor, access to the Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311. By definition, a major capital project excludes contracts of less than the simplified acquisition threshold currently set at \$100,000.

3. Where the Purchaser enters into a negotiated contract for other than a small purchase or under the simplified acquisition threshold and is an institution of higher education, a hospital or other non-profit organization and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C.F.R. 19.48, Contractor agrees to provide the Purchaser, FTA Administrator, the Comptroller General of the United States or any of their duly authorized representatives with access to any books, documents, papers and record of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions.

4. Where any Purchaser which is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 U.S.C. 5325(a) enters into a contract for a capital project or improvement (defined at 49 U.S.C. 5302(a)1) through other than competitive bidding, the Contractor shall make available records related to the contract to the Purchaser, the Secretary of Transportation and the Comptroller General or any authorized officer or employee of any of them for the purposes of conducting an audit and inspection.

5. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

6. The Contractor agrees to maintain all books, records, accounts and reports required under this contract for a period of not less than three years after the date of termination or expiration of this contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case Contractor agrees to maintain same until the

Purchaser, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference 49 CFR 18.39(i)(11).

7. FTA does not require the inclusion of these requirements in subcontracts.

Requirements for Access to Records and Reports by Types of Contract

Contract Characteristics	Operational Service Contract	Turnkey	Construction	Architectural Engineering	Acquisition of Rolling Stock	Professional Services
Contract Characteristics	Operational Service Contract	Turnkey	Construction	Architectural Engineering	Acquisition of Rolling Stock	Professional Services
<u>I State Grantees</u> a. Contracts below SAT (\$100,000) b. Contracts above \$100,000/Capital Projects	None None unless ¹ non-competitive award	Those imposed on state pass thru to Contract or	None Yes, if non-competitive award or if funded thru ² 5307/5309/5311	None None unless non-competitive award	None None unless non-competitive award	None None unless non-competitive award
<u>II Non State Grantees</u> a. Contracts below SAT (\$100,000) b. Contracts above \$100,000/Capital Projects	Yes ³ Yes ³	Those imposed on non-state Grantee pass thru to Contract or	Yes Yes	Yes Yes	Yes Yes	Yes Yes

Sources of Authority:

¹ 49 USC 5325 (a)

² 49 CFR 633.17

³ 18 CFR 18.36 (i)

4. FEDERAL CHANGES

49 CFR Part 18

Federal Changes - Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Master Agreement between Purchaser and FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

5. CIVIL RIGHTS REQUIREMENTS

29 U.S.C. § 623, 42 U.S.C. § 2000
42 U.S.C. § 6102, 42 U.S.C. § 12112
42 U.S.C. § 12132, 49 U.S.C. § 5332
29 CFR Part 1630, 41 CFR Parts 60 et seq.

(1) Nondiscrimination - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

(2) Equal Employment Opportunity - The following equal employment opportunity requirements apply to the underlying contract:

(a) Race, Color, Creed, National Origin, Sex - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and

selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(b) Age - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § § 623 and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(c) Disabilities - In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(3) The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

6. TERMINATION

49 U.S.C. Part 18
FTA Circular 4220.1E

a. Termination for Convenience (General Provision) The (Recipient) may terminate this contract, in whole or in part, at any time by written notice to the Contractor when it is in the Government's best interest. The Contractor shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination. The Contractor shall promptly submit its termination claim to (Recipient) to be paid the Contractor. If the Contractor has any property in its possession belonging to the (Recipient), the Contractor will account for the same, and dispose of it in the manner the (Recipient) directs.

b. Termination for Default [Breach or Cause] (General Provision) If the Contractor does not deliver supplies in accordance with the contract delivery schedule, or, if the contract is for services, the Contractor fails to perform in the manner called for in the contract, or if the Contractor fails to comply with any other provisions of the contract, the (Recipient) may terminate this contract for default. Termination shall be effected by serving a notice of termination on the contractor setting forth the manner in which the Contractor is in default. The contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

If it is later determined by the (Recipient) that the Contractor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Contractor, the (Recipient), after setting up a new delivery of performance schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

c. Opportunity to Cure (General Provision) The (Recipient) in its sole discretion may, in the case of a termination for breach or default, allow the Contractor [an appropriately short period of time]

in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions.

If Contractor fails to remedy to (Recipient)'s satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within [ten (10) days] after receipt by Contractor of written notice from (Recipient) setting forth the nature of said breach or default, (Recipient) shall have the right to terminate the Contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude (Recipient) from also pursuing all available remedies against Contractor and its sureties for said breach or default.

d. Waiver of Remedies for any Breach In the event that (Recipient) elects to waive its remedies for any breach by Contractor of any covenant, term or condition of this Contract, such waiver by (Recipient) shall not limit (Recipient)'s remedies for any succeeding breach of that or of any other term, covenant, or condition of this Contract.

e. Termination for Convenience (Professional or Transit Service Contracts) The (Recipient), by written notice, may terminate this contract, in whole or in part, when it is in the Government's interest. If this contract is terminated, the Recipient shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination.

f. Termination for Default (Supplies and Service) If the Contractor fails to deliver supplies or to perform the services within the time specified in this contract or any extension or if the Contractor fails to comply with any other provisions of this contract, the (Recipient) may terminate this contract for default. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. The Contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner or performance set forth in this contract.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Recipient.

g. Termination for Default (Transportation Services) If the Contractor fails to pick up the commodities or to perform the services, including delivery services, within the time specified in this contract or any extension or if the Contractor fails to comply with any other provisions of this contract, the (Recipient) may terminate this contract for default. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of default. The Contractor will only be paid the contract price for services performed in accordance with the manner of performance set forth in this contract.

If this contract is terminated while the Contractor has possession of Recipient goods, the Contractor shall, upon direction of the (Recipient), protect and preserve the goods until surrendered to the Recipient or its agent. The Contractor and (Recipient) shall agree on payment for the preservation and protection of goods. Failure to agree on an amount will be resolved under the Dispute clause.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the (Recipient).

h. Termination for Default (Construction) If the Contractor refuses or fails to prosecute the work or any separable part, with the diligence that will insure its completion within the time specified in this contract or any extension or fails to complete the work within this time, or if the Contractor fails to comply with any other provisions of this contract, the (Recipient) may terminate this contract for default. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. In this event, the Recipient may take over the work and complete it by contract or otherwise, and may take possession of and use any materials, appliances, and plant on the work site necessary for completing the work. The Contractor and its sureties shall be liable for any damage to the Recipient resulting from the Contractor's refusal or failure to complete the work within specified time, whether or not the Contractor's right to proceed with the work is terminated. This liability includes any increased costs incurred by the Recipient in completing the work.

The Contractor's right to proceed shall not be terminated nor the Contractor charged with damages under this clause if-

1. the delay in completing the work arises from unforeseeable causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include: acts of God, acts of the Recipient, acts of another Contractor in the performance of a contract with the Recipient, epidemics, quarantine restrictions, strikes, freight embargoes; and

2. the contractor, within [10] days from the beginning of any delay, notifies the (Recipient) in writing of the causes of delay. If in the judgment of the (Recipient), the delay is excusable, the time for completing the work shall be extended. The judgment of the (Recipient) shall be final and conclusive on the parties, but subject to appeal under the Disputes clauses.

If, after termination of the Contractor's right to proceed, it is determined that the Contractor was not in default, or that the delay was excusable, the rights and obligations of the parties will be the same as if the termination had been issued for the convenience of the Recipient.

i. Termination for Convenience or Default (Architect and Engineering) The (Recipient) may terminate this contract in whole or in part, for the Recipient's convenience or because of the failure of the Contractor to fulfill the contract obligations. The (Recipient) shall terminate by delivering to the Contractor a Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the Contractor shall (1) immediately discontinue all services affected (unless the notice directs otherwise), and (2) deliver to the Contracting Officer all data, drawings, specifications, reports, estimates, summaries, and other information and materials accumulated in performing this contract, whether completed or in process.

If the termination is for the convenience of the Recipient, the Contracting Officer shall make an equitable adjustment in the contract price but shall allow no anticipated profit on unperformed services.

If the termination is for failure of the Contractor to fulfill the contract obligations, the Recipient may complete the work by contract or otherwise and the Contractor shall be liable for any additional cost incurred by the Recipient.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Recipient.

j. Termination for Convenience of Default (Cost-Type Contracts) The (Recipient) may terminate this contract, or any portion of it, by serving a notice of termination on the Contractor. The notice shall state whether the termination is for convenience of the (Recipient) or for the default of the Contractor. If the termination is for default, the notice shall state the manner in which the contractor has failed to perform the requirements of the contract. The Contractor shall account for any property in its possession paid for from funds received from the (Recipient), or property supplied to the Contractor by the (Recipient). If the termination is for default, the (Recipient) may fix the fee, if the contract provides for a fee, to be paid the contractor in proportion to the value, if any, of work performed up to the time of termination. The Contractor shall promptly submit its termination claim to the (Recipient) and the parties shall negotiate the termination settlement to be paid the Contractor.

If the termination is for the convenience of the (Recipient), the Contractor shall be paid its contract close-out costs, and a fee, if the contract provided for payment of a fee, in proportion to the work performed up to the time of termination.

If, after serving a notice of termination for default, the (Recipient) determines that the Contractor has an excusable reason for not performing, such as strike, fire, flood, events which are not the fault of and are beyond the control of the contractor, the (Recipient), after setting up a new work schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

7. DISADVANTAGED BUSINESS ENTERPRISE (DBE)

49 CFR Part 26

Disadvantaged Business Enterprises

a. This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. The agency's overall goal for DBE participation is 9%. A separate contract goal has not been established for this procurement.

b. The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this

contract, which may result in the termination of this contract or such other remedy as Jefferson Parish Department of Transit Administration deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).

The successful bidder/offeror will be required to report its DBE participation obtained through

race-neutral means throughout the period of performance.

d. The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from the Jefferson Parish Department of Transit Administration. In addition, [the contractor may not hold retainage from its subcontractors.] [is required to return any retainage payments to those subcontractors within 30 days after the subcontractor's work related to this contract is satisfactorily completed.] [is required to return any retainage payments to those subcontractors within 30 days after incremental acceptance of the subcontractor's work by the Jefferson Parish Department of Transit Administration and contractor's receipt of the partial retainage payment related to the subcontractor's work.]

e. The contractor must promptly notify Jefferson Parish Department of Transit Administration, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of Jefferson Parish Department of Transit Administration.

8. INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

FTA Circular 4220.1E

Incorporation of Federal Transit Administration (FTA) Terms - The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1E are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any (name of grantee) requests which would cause (name of grantee) to be in violation of the FTA terms and conditions.

9. GOVERNMENT-WIDE DEBARMENT AND SUSPENSION (NONPROCUREMENT)

49 CFR Part 29
Executive Order 12549

Suspension and Debarment

This contract is a covered transaction for purposes of 49 CFR Part 29. As such, the contractor is required to verify that none of the contractor, its principals, as defined at 49 CFR 29.995, or affiliates, as defined at 49 CFR 29.905, are excluded or disqualified as defined at 49 CFR 29.940 and 29.945.

The contractor is required to comply with 49 CFR 29, Subpart C and must include the requirement to comply with 49 CFR 29, Subpart C in any lower tier covered transaction it enters into.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows: The certification in this clause is a material representation of fact relied upon by Jefferson Parish Department of

Transit Administration. If it is later determined that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to Jefferson Parish Department of Transit Administration, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 49 CFR 29, Subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

10. BREACHES AND DISPUTE RESOLUTION

49 CFR Part 18
FTA Circular 4220.1E

Disputes - Disputes arising in the performance of this Contract which are not resolved by agreement of the parties shall be decided in writing by the authorized representative of (Recipient)'s [title of employee]. This decision shall be final and conclusive unless within [ten (10)] days from the date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the [title of employee]. In connection with any such appeal, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the [title of employee] shall be binding upon the Contractor and the Contractor shall abide by the decision.

Performance During Dispute - Unless otherwise directed by (Recipient), Contractor shall continue performance under this Contract while matters in dispute are being resolved.

Claims for Damages - Should either party to the Contract suffer injury or damage to person or property because of any act or omission of the party or of any of his employees, agents or others for whose acts he is legally liable, a claim for damages therefor shall be made in writing to such other party within a reasonable time after the first observance of such injury or damage.

Remedies - Unless this contract provides otherwise, all claims, counterclaims, disputes and other matters in question between the (Recipient) and the Contractor arising out of or relating to this agreement or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State in which the (Recipient) is located.

Rights and Remedies - The duties and obligations imposed by the Contract Documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the (Recipient), (Architect) or Contractor shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

11. LOBBYING

31 U.S.C. 1352
49 CFR Part 19
49 CFR Part 20

The undersigned [Contractor] certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note:

Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*.)]

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Contractor, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, *et seq.*, *apply* to this certification and disclosure, if any.

Signature of Contractor's Authorized Official

Name and Title of Contractor's Authorized Official

Date

12. CLEAN AIR

42 U.S.C. 7401 et seq
40 CFR 15.61
49 CFR Part 18

Clean Air - (1) The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. §§ 7401 et seq . The Contractor agrees to report each violation to the Purchaser and understands and agrees that the Purchaser will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

(2) The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.

13. CLEAN WATER REQUIREMENTS

33 U.S.C. 1251

Clean Water - (1) The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq . The Contractor agrees to report each violation to the Purchaser and understands and agrees that the Purchaser will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

(2) The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.

14. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

Contract Work Hours and Safety Standards

(1) Overtime requirements - No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

(2) Violation; liability for unpaid wages; liquidated damages - In the event of any violation of the

clause set forth in paragraph (1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of \$10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.

(3) Withholding for unpaid wages and liquidated damages - The (write in the name of the grantee) shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be

necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.

(4) Subcontracts - The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraphs (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section.

15. TRANSIT EMPLOYEE PROTECTIVE AGREEMENTS

49 U.S.C. § 5310, § 5311, and § 5333
29 CFR Part 215

Transit Employee Protective Provisions

(1) The Contractor agrees to the comply with applicable transit employee protective requirements as follows:

(a) General Transit Employee Protective Requirements - To the extent that FTA determines that transit operations are involved, the Contractor agrees to carry out the transit operations work on the underlying contract in compliance with terms and conditions determined by the U.S. Secretary of Labor to be fair and equitable to protect the interests of employees employed under this contract and to meet the employee protective requirements of 49 U.S.C. A 5333(b), and U.S. DOL guidelines at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified in the letter of certification from the U.S. DOL to FTA applicable to the FTA Recipient's project from which Federal assistance is provided to support work on the underlying contract. The Contractor agrees to carry out that work in compliance with the conditions stated in that U.S. DOL letter. The requirements of this subsection (1), however, do not apply to any contract financed with Federal assistance provided by FTA either for projects for elderly individuals and individuals with disabilities authorized by 49

U.S.C. § 5310(a)(2), or for projects for nonurbanized areas authorized by 49 U.S.C. § 5311. Alternate provisions for those projects are set forth in subsections (b) and (c) of this clause.

(b) Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C.

§ 5310(a)(2) for Elderly Individuals and Individuals with Disabilities - If the contract involves transit operations financed in whole or in part with Federal assistance authorized by 49 U.S.C. § 5310(a)(2), and if the U.S. Secretary of Transportation has determined or determines in the future that the employee protective requirements of 49 U.S.C. § 5333(b) are necessary or appropriate for the state and the public body subrecipient for which work is performed on the underlying contract, the Contractor agrees to carry out the Project in compliance with the terms and conditions determined by the U.S. Secretary of Labor to meet the requirements of 49 U.S.C. § 5333(b), U.S. DOL guidelines at 29 C.F.R. Part 215, and any amendments thereto. These terms and conditions are identified in the U.S. DOL's letter of certification to FTA, the date of which is set forth Grant Agreement or Cooperative Agreement with the state. The Contractor agrees to perform transit operations in connection with the underlying contract in compliance with the conditions stated in that U.S. DOL letter.

(c) Transit Employee Protective Requirements for Projects Authorized by 49 U.S.C.

§ 5311 in Nonurbanized Areas - If the contract involves transit operations financed in whole or in part with Federal assistance authorized by 49 U.S.C. § 5311, the Contractor agrees to comply with the terms and conditions of the Special Warranty for the Nonurbanized Area Program agreed to by the U.S. Secretaries of Transportation and Labor, dated May 31, 1979, and the procedures implemented by U.S. DOL or any revision thereto.

(2) The Contractor also agrees to include the any applicable requirements in each subcontract involving transit operations financed in whole or in part with Federal assistance provided by FTA.

16. CHARTER BUS REQUIREMENTS

49 U.S.C. 5323(d)
49 CFR Part 604

Charter Service Operations - The contractor agrees to comply with 49 U.S.C. 5323(d) and 49 CFR Part 604, which provides that recipients and subrecipients of FTA assistance are prohibited from providing charter service using federally funded equipment or facilities if there is at least one private charter operator willing and able to provide the service, except under one of the exceptions at 49 CFR 604.9. Any charter service provided under one of the exceptions must be "incidental," i.e., it must not interfere with or detract from the provision of mass transportation.

17. SCHOOL BUS REQUIREMENTS

49 U.S.C. 5323(F)
49 CFR Part 605

School Bus Operations - Pursuant to 69 U.S.C. 5323(f) and 49 CFR Part 605, recipients and subrecipients of FTA assistance may not engage in school bus operations exclusively for the transportation of students and school personnel in competition with private school bus operators unless qualified under specified exemptions. When operating exclusive school bus service under an allowable exemption, recipients and subrecipients may not use federally funded equipment, vehicles, or facilities.

18. DRUG AND ALCOHOL TESTING

49 U.S.C. §5331

49 CFR Parts 653 and 654

Introduction

FTA's drug and alcohol rules, 49 CFR 653 and 654, respectively, are unique among the regulations issued by FTA. First, they require recipients to ensure that any entity performing a safety-sensitive function on the recipient's behalf (usually subrecipients and/or contractors) implement a complex drug and alcohol testing program that complies with Parts 653 and 654. Second, the rules condition the receipt of certain kinds of FTA funding on the recipient's compliance with the rules; thus, the recipient is not in compliance with the rules unless every entity that performs a safety-sensitive function on the recipient's behalf is in compliance with the rules. Third, the rules do not specify how a recipient ensures that its subrecipients and/or contractors comply with them.

How a recipient does so depends on several factors, including whether the contractor is covered independently by the drug and alcohol rules of another Department of Transportation operating administration, the nature of the relationship that the recipient has with the contractor, and the financial resources available to the recipient to oversee the contractor's drug and alcohol testing program. In short, there are a variety of ways a recipient can ensure that its subrecipients and contractors comply with the rules.

Therefore, FTA has developed three model contract provisions for recipients to use "as is" or to modify to fit their particular situations.

Explanation of Model Contract Clauses

Under Option 1, the recipient ensures the contractor's compliance with the rules by requiring the contractor to participate in a drug and alcohol program administered by the recipient. The advantages of doing this are obvious: the recipient maintains total control over its compliance with 49 CFR 653 and 654. The disadvantage is that the recipient, which may not directly employ any safety-sensitive employees, has to implement a complex testing program. Therefore, this may be a practical option only for those recipients which have a testing program for their employees, and can add the contractor's safety-sensitive employees to that program.

Under Option 2, the recipient relies on the contractor to implement a drug and alcohol testing program that complies with 49 CFR 653 and 654, but retains the ability to monitor the contractor's testing program; thus, the recipient has less control over its compliance with the drug and alcohol testing rules than it does under option 1. The advantage of this approach is that it places the responsibility for complying with the rules on the entity that is actually performing the safety-sensitive function. Moreover, it reserves to the recipient the power to ensure that the contractor complies with the program. The disadvantage of Option 2 is that

without adequate monitoring of the contractor's program, the recipient may find itself out of compliance with the rules.

Under option 3, the recipient specifies some or all of the specific features of a contractor's drug and alcohol compliance program. Thus, it requires the recipient to decide what it wants to do and how it wants to do it. The advantage of this option is that the recipient has more control over the contractor's drug and alcohol testing program, yet it is not actually administering the testing program. The disadvantage is that the recipient has to specify and understand clearly what it wants to do and why.

Drug and Alcohol Testing Option 1

The contractor agrees to:

(a) participate in (grantee's or recipient's) drug and alcohol program established in compliance with 49 CFR 653 and 654.

Drug and Alcohol Testing Option 2

The contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Parts 653 and 654, produce any documentation necessary to establish its compliance with Parts 653 and 654, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of (name of State), or the (insert name of grantee), to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Parts 653 and 654 and review the testing process. The contractor agrees further to certify annually its compliance with Parts 653 and 654 before (insert date) and to submit the Management Information System (MIS) reports before (insert date before March 15) to (insert title and address of person responsible for receiving information). To certify compliance the contractor shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the Federal Register.

Drug and Alcohol Testing Option 3

The contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Parts 653 and 654, produce any documentation necessary to establish its compliance with Parts 653 and 654, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of (name of State), or the (insert name of grantee), to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Parts 653 and 654 and review the testing process. The contractor agrees further to certify annually its compliance with Parts 653 and 654 before (insert date) and to submit the Management Information System (MIS) reports before (insert date before March 15) to (insert title and address of person responsible for receiving information). To certify compliance the contractor shall use the "Substance Abuse Certifications" in the "Annual List of Certifications

and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the Federal Register. The Contractor agrees further to [Select a, b, or c] (a) submit before (insert date or upon request) a copy of the Policy Statement developed to implement its drug and alcohol testing program; OR (b) adopt (insert title of the Policy Statement the recipient wishes the contractor to use) as its policy statement as required under 49 CFR 653 and 654; OR (c) submit for review and approval before (insert date or upon request) a copy of its Policy Statement developed to implement its drug and alcohol testing program. In addition, the contractor agrees to: (to be determined by the recipient, but may address areas such as: the selection of the certified laboratory, substance abuse professional, or Medical Review Officer, or the use of a consortium).

19. ENERGY CONSERVATION REQUIREMENTS

42 U.S.C. 6321 et seq.
49 CFR Part 18

Energy Conservation - The contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

20. RECYCLED PRODUCTS

42 U.S.C. 6962
40 CFR Part 247
Executive Order 12873

Recovered Materials - The contractor agrees to comply with all the requirements of Section 6002 of the Resource Conservation and Recovery Act (RCRA), as amended (42 U.S.C. 6962), including but not limited to the regulatory provisions of 40 CFR Part 247, and Executive Order 12873, as they apply to the procurement of the items designated in Subpart B of 40 CFR Part 247.

21. NATIONAL INTELLIGENT TRANSPORTATION SYSTEMS ARCHITECTURE AND STANDARDS

To the extent applicable, the contractor agrees to conform to the National Intelligent Transportation Systems (ITS) Architecture and Standards as required by section 5206(e) of TEA-21, 23 U.S.C. § 502 note, and comply with FTA Notice, "FTA National ITS Architecture Policy on Transit Projects" 66 Fed. Reg. 1455 *et seq.*, January 8, 2001, and other Federal requirements that may be issued.

22. ADA ACCESS REQUIREMENTS FOR PERSONS WITH DISABILITIES

The contractor agrees to comply with the provisions of 49 U.S.C. § 5301(d), which sets forth the Federal policy that elderly persons and persons with disabilities have the same right as other persons to use transit service and facilities, and that special efforts shall be made in planning and designing those services and facilities to implement transportation accessibility rights for elderly persons and persons with disabilities. The contractor also agrees to comply with all applicable requirements of the following Federal laws and any subsequent amendments thereto:

section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, which prohibits discrimination on the basis of handicap, the Americans with Disabilities Act of 1990 (ADA), as amended, 42 U.S.C. §§ 12101 *et seq.*, which requires accessible facilities and services to be made available to persons with disabilities, and the Architectural Barriers Act of 1968, as amended, 42 U.S.C. §§ 4151 *et seq.*, which requires that buildings and public accommodations be accessible to persons with disabilities. In addition, the contractor agrees to comply with all applicable requirements of the following regulations and any subsequent amendments thereto.

(1) U.S. DOT regulations, "Transportation Services for Individuals with Disabilities (ADA)," 49 C.F.R. Part 37;

(2) U.S. DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 C.F.R. Part 27;

(3) Joint U.S. Architectural and Transportation Barriers Compliance Board (U.S. ATBCB)/U.S. DOT regulations, "Americans With Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 36 C.F.R. Part 1192 and 49 C.F.R. Part 38;

(4) U.S. DOJ regulations, "Nondiscrimination on the Basis of Disability in State and Local Government Services," 28 C.F.R. Part 35;

(5) U.S. DOJ regulations, "Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities," 28 C.F.R. Part 36;

(6) U.S. General Services Administration (U.S. GSA) regulations, "Accommodations for the Physically Handicapped," 41 C.F.R. Subpart 101-19;

(7) U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630;

(8) U.S. Federal Communications Commission regulations, "Telecommunications Relay Services and Related Customer Premises Equipment for the Hearing and Speech Disabled," 47 C.F.R. Part 64, Subpart F; and

(9) U.S. ATBCB regulations, "Electronic and Information Technology Accessibility Standards," 36 C.F.R. Part 1194; and

(10) FTA regulations, "Transportation for Elderly and Handicapped Persons," 49 C.F.R. Part 609;

(11) Any implementing requirements FTA may issue.

Pertains to Scopes A & B

ATTACHMENT “K”

**CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY UNDER FEDERAL
AWARDS REQUIRED BY APPENDIX II TO 2 CFR §200**

REMEDIES

(For all awarded contracts with a value greater than \$150,000.00)

Any violation or breach of terms of this contract on the part of the Contractor or the Contractor’s subcontractors may result in the suspension or termination of this contract or such other action that may be necessary to enforce the rights of the parties of this contract. The duties and obligations imposed by the contract documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law.

Any violation or breach of terms of this contract of the Contractor or the Contractor’s subcontractors will be subject to the remedies, including liquidated damages, described in the bid specifications or Request for Proposal and the Jefferson Parish General Terms and Conditions which are incorporated herein by reference in their entirety.

TERMINATION FOR CAUSE AND CONVENIENCE

(For all awarded contracts with a value greater than \$10,000.00)

Jefferson Parish reserves the right to terminate this contract for cause or convenience pursuant to the General Terms and Conditions which are incorporated herein by reference in their entirety.

EQUAL EMPLOYMENT OPPORTUNITY

(For all awarded contracts that meet the definition of “federally assisted construction contract” provided in 41 CFR Part 60-1.3)

During the performance of this contract, the contractor agrees as follows:

- (1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:

Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment,

notices to be provided setting forth the provisions of this nondiscrimination clause.

- (2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.
- (3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.
- (4) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- (5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
- (6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
- (7) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
- (8) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as

the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance: *Provided*, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

DAVIS-BACON ACT AND COPELAND “ANTI-KICKBACK” ACT

(For all awarded construction contracts with a value greater than \$2,000.00)

(1) *Minimum wages.*

(i) All laborers and mechanics employed or working upon the site of the work (or under the United States Housing Act of 1937 or under the Housing Act of 1949 in the construction or development of the project), will be paid unconditionally and not less often than once a week, and without subsequent deduction or rebate on any account (except such payroll deductions as are permitted by regulations issued by the Secretary of Labor under the Copeland Act (29 CFR part 3)), the full amount of wages and bona fide fringe benefits (or cash equivalents thereof) due at time of payment computed at rates not less than those contained in the wage determination of the Secretary of Labor which is attached hereto and made a part hereof, regardless of any contractual relationship which may be alleged to exist between the contractor and such laborers and mechanics.

Contributions made or costs reasonably anticipated for bona fide fringe benefits under section 1(b)(2) of the Davis-Bacon Act on behalf of laborers or mechanics are considered wages paid to such laborers or mechanics, subject to the provisions of paragraph (a)(1)(iv) of this section; also, regular contributions made or costs incurred for more than a weekly period (but not less often than quarterly) under plans, funds, or programs which cover the particular weekly period, are deemed to be constructively made or incurred during such weekly period. Such laborers and mechanics shall be paid the appropriate wage rate and fringe benefits on the wage determination for the classification of work actually performed, without regard to skill, except as provided in §5.5(a)(4). Laborers or mechanics performing work in more than one classification may be compensated at the rate specified for each classification for the time actually worked therein: *Provided*, that the employer's payroll records accurately set forth the time spent in each classification in which work is performed. The wage determination (including any additional classification and wage rates conformed under paragraph (a)(1)(ii) of this section) and the Davis-Bacon poster (WH-1321) shall be posted at all times by the contractor and its subcontractors at the site of the work in a prominent and accessible place where it can be easily seen by the workers.

(ii) (A) The contracting officer shall require that any class of laborers or mechanics, including helpers, which is not listed in the wage determination and which is to be employed under the contract shall be classified in conformance with the wage determination. The contracting officer shall approve an additional classification and wage rate and fringe benefits therefore only when the following criteria have been met:

- (1) The work to be performed by the classification requested is not performed by a classification in the wage determination; and
- (2) The classification is utilized in the area by the construction industry; and
- (3) The proposed wage rate, including any bona fide fringe benefits, bears a reasonable relationship to the wage rates contained in the wage determination.

(B) If the contractor and the laborers and mechanics to be employed in the classification (if known), or their representatives, and the contracting officer agree on the classification and wage rate (including the amount designated for fringe benefits where appropriate), a report of the action taken shall be sent by the contracting officer to the Administrator of the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, Washington, DC 20210. The Administrator, or an authorized representative, will approve, modify, or disapprove every additional classification action within 30 days of receipt and so advise the contracting officer or will notify the contracting officer within the 30-day period that additional time is necessary.

(C) In the event the contractor, the laborers or mechanics to be employed in the classification or their representatives, and the contracting officer do not agree on the proposed classification and wage rate (including the amount designated for fringe benefits, where appropriate), the contracting officer shall refer the questions, including the views of all interested parties and the recommendation of the contracting officer, to the Administrator for determination. The Administrator, or an authorized representative, will issue a determination within 30 days of receipt and so advise the contracting officer or will notify the contracting officer within the 30-day period that additional time is necessary.

(D) The wage rate (including fringe benefits where appropriate) determined pursuant to paragraphs (a)(1)(ii) (B) or (C) of this section, shall be paid to all workers performing work in the classification under this contract from the first day on which work is performed in the classification.

(iii) Whenever the minimum wage rate prescribed in the contract for a class of laborers or mechanics includes a fringe benefit which is not expressed as an hourly rate, the contractor shall either pay the benefit as stated in the wage determination or shall pay another bona fide fringe benefit or an hourly cash equivalent thereof.

(iv) If the contractor does not make payments to a trustee or other third person, the contractor may consider as part of the wages of any laborer or mechanic the amount of any costs reasonably anticipated in providing bona fide fringe benefits under a plan or program, *Provided*, That the Secretary of Labor has found, upon the written request of the contractor, that the applicable standards of the Davis-Bacon Act have been met. The Secretary of Labor may require the contractor to set aside in a separate account assets for the meeting of obligations under the plan or program.

(2) *Withholding.*

The Federal Agency and/or Jefferson Parish shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld from the contractor under this contract or any other Federal contract with the same

prime contractor, or any other federally-assisted contract subject to Davis-Bacon prevailing wage requirements, which is held by the same prime contractor, so much of the accrued payments or advances as may be considered necessary to pay laborers and mechanics, including apprentices, trainees, and helpers, employed by the contractor or any subcontractor the full amount of wages required by the contract. In the event of failure to pay any laborer or mechanic, including any apprentice, trainee, or helper, employed or working on the site of the work (or under the United States Housing Act of 1937 or under the Housing Act of 1949 in the construction or development of the project), all or part of the wages required by the contract, the (Agency) may, after written notice to the contractor, sponsor, applicant, or owner, take such action as may be necessary to cause the suspension of any further payment, advance, or guarantee of funds until such violations have ceased.

(3) Payrolls and basic records.

(i) Payrolls and basic records relating thereto shall be maintained by the contractor during the course of the work and preserved for a period of three years thereafter for all laborers and mechanics working at the site of the work (or under the United States Housing Act of 1937, or under the Housing Act of 1949, in the construction or development of the project). Such records shall contain the name, address, and social security number of each such worker, his or her correct classification, hourly rates of wages paid (including rates of contributions or costs anticipated for bona fide fringe benefits or cash equivalents thereof of the types described in section 1(b)(2)(B) of the Davis-Bacon Act), daily and weekly number of hours worked, deductions made and actual wages paid. Whenever the Secretary of Labor has found under 29 CFR 5.5(a)(1)(iv) that the wages of any laborer or mechanic include the amount of any costs reasonably anticipated in providing benefits under a plan or program described in section 1(b)(2)(B) of the Davis-Bacon Act, the contractor shall maintain records which show that the commitment to provide such benefits is enforceable, that the plan or program is financially responsible, and that the plan or program has been communicated in writing to the laborers or mechanics affected, and records which show the costs anticipated or the actual cost incurred in providing such benefits. Contractors employing apprentices or trainees under approved programs shall maintain written evidence of the registration of apprenticeship programs and certification of trainee programs, the registration of the apprentices and trainees, and the ratios and wage rates prescribed in the applicable programs.

(ii) (A) The contractor shall submit weekly for each week in which any contract work is performed a copy of all payrolls to the federal agency if the agency is a party to the contract, but if the agency is not such a party, the contractor will submit the payrolls to the applicant, sponsor, or owner, as the case may be, for transmission to the federal agency. The payrolls submitted shall set out accurately and completely all of the information required to be maintained under 29 CFR 5.5(a)(3)(i), except that full social security numbers and home addresses shall not be included on weekly transmittals. Instead the payrolls shall only need to include an individually identifying number for each employee (*e.g.*, the last four digits of the employee's social security number). The required weekly payroll information may be submitted in any form desired. Optional Form WH-347 is available for this purpose from the Wage and Hour Division Web site at

<http://www.dol.gov/esa/whd/forms/wh347instr.htm> or its successor site. The prime contractor is responsible for the submission of copies of payrolls by all subcontractors. Contractors and subcontractors shall maintain the full social security number and current address of each covered worker, and shall provide them upon request to the federal agency if the agency is a party to the contract, but if the agency is not such a party, the contractor will submit them to the applicant, sponsor, or owner, as the case may be, for transmission to the federal agency, the contractor, or the Wage and Hour Division of the Department of Labor for purposes of an investigation or audit of compliance with prevailing wage requirements. It is not a violation of this section for a prime contractor to require a subcontractor to provide addresses and social security numbers to the prime contractor for its own records, without weekly submission to the sponsoring government agency (or the applicant, sponsor, or owner).

(B) Each payroll submitted shall be accompanied by a "Statement of Compliance," signed by the contractor or subcontractor or his or her agent who pays or supervises the payment of the persons employed under the contract and shall certify the following:

(1) That the payroll for the payroll period contains the information required to be provided under §5.5 (a)(3)(ii) of Regulations, 29 CFR part 5, the appropriate information is being maintained under §5.5 (a)(3)(i) of Regulations, 29 CFR part 5, and that such information is correct and complete;

(2) That each laborer or mechanic (including each helper, apprentice, and trainee) employed on the contract during the payroll period has been paid the full weekly wages earned, without rebate, either directly or indirectly, and that no deductions have been made either directly or indirectly from the full wages earned, other than permissible deductions as set forth in Regulations, 29 CFR part 3;

(3) That each laborer or mechanic has been paid not less than the applicable wage rates and fringe benefits or cash equivalents for the classification of work performed, as specified in the applicable wage determination incorporated into the contract.

(C) The weekly submission of a properly executed certification set forth on the reverse side of Optional Form WH-347 shall satisfy the requirement for submission of the "Statement of Compliance" required by paragraph (a)(3)(ii)(B) of this section.

(D) The falsification of any of the above certifications may subject the contractor or subcontractor to civil or criminal prosecution under section 1001 of title 18 and section 231 of title 31 of the United States Code.

(iii) The contractor or subcontractor shall make the records required under paragraph (a)(3)(i) of this section available for inspection, copying, or transcription by authorized representatives of the federal agency or the Department of Labor, and shall permit such representatives to interview employees during working hours on the job. If the contractor or subcontractor fails to submit the required records or to make them available, the

Federal agency may, after written notice to the contractor, sponsor, applicant, or owner, take such action as may be necessary to cause the suspension of any further payment, advance, or guarantee of funds. Furthermore, failure to submit the required records upon request or to make such records available may be grounds for debarment action pursuant to 29 CFR 5.12.

(4) *Apprentices and trainees—*

(i) *Apprentices.* Apprentices will be permitted to work at less than the predetermined rate for the work they performed when they are employed pursuant to and individually registered in a bona fide apprenticeship program registered with the U.S. Department of Labor, Employment and Training Administration, Office of Apprenticeship Training, Employer and Labor Services, or with a State Apprenticeship Agency recognized by the Office, or if a person is employed in his or her first 90 days of probationary employment as an apprentice in such an apprenticeship program, who is not individually registered in the program, but who has been certified by the Office of Apprenticeship Training, Employer and Labor Services or a State Apprenticeship Agency (where appropriate) to be eligible for probationary employment as an apprentice. The allowable ratio of apprentices to journeymen on the job site in any craft classification shall not be greater than the ratio permitted to the contractor as to the entire work force under the registered program. Any worker listed on a payroll at an apprentice wage rate, who is not registered or otherwise employed as stated above, shall be paid not less than the applicable wage rate on the wage determination for the classification of work actually performed. In addition, any apprentice performing work on the job site in excess of the ratio permitted under the registered program shall be paid not less than the applicable wage rate on the wage determination for the work actually performed. Where a contractor is performing construction on a project in a locality other than that in which its program is registered, the ratios and wage rates (expressed in percentages of the journeyman's hourly rate) specified in the contractor's or subcontractor's registered program shall be observed. Every apprentice must be paid at not less than the rate specified in the registered program for the apprentice's level of progress, expressed as a percentage of the journeymen hourly rate specified in the applicable wage determination. Apprentices shall be paid fringe benefits in accordance with the provisions of the apprenticeship program. If the apprenticeship program does not specify fringe benefits, apprentices must be paid the full amount of fringe benefits listed on the wage determination for the applicable classification. If the Administrator determines that a different practice prevails for the applicable apprentice classification, fringes shall be paid in accordance with that determination. In the event the Office of Apprenticeship Training, Employer and Labor Services, or a State Apprenticeship Agency recognized by the Office, withdraws approval of an apprenticeship program, the contractor will no longer be permitted to utilize apprentices at less than the applicable predetermined rate for the work performed until an acceptable program is approved.

(ii) *Trainees.* Except as provided in 29 CFR 5.16, trainees will not be permitted to work at less than the predetermined rate for the work performed unless they are employed pursuant to and individually registered in a program which has received prior approval, evidenced by formal certification by the U.S. Department of Labor, Employment and

Training Administration. The ratio of trainees to journeymen on the job site shall not be greater than permitted under the plan approved by the Employment and Training Administration. Every trainee must be paid at not less than the rate specified in the approved program for the trainee's level of progress, expressed as a percentage of the journeyman hourly rate specified in the applicable wage determination. Trainees shall be paid fringe benefits in accordance with the provisions of the trainee program. If the trainee program does not mention fringe benefits, trainees shall be paid the full amount of fringe benefits listed on the wage determination unless the Administrator of the Wage and Hour Division determines that there is an apprenticeship program associated with the corresponding journeyman wage rate on the wage determination which provides for less than full fringe benefits for apprentices. Any employee listed on the payroll at a trainee rate who is not registered and participating in a training plan approved by the Employment and Training Administration shall be paid not less than the applicable wage rate on the wage determination for the classification of work actually performed. In addition, any trainee performing work on the job site in excess of the ratio permitted under the registered program shall be paid not less than the applicable wage rate on the wage determination for the work actually performed. In the event the Employment and Training Administration withdraws approval of a training program, the contractor will no longer be permitted to utilize trainees at less than the applicable predetermined rate for the work performed until an acceptable program is approved.

(iii) *Equal employment opportunity.* The utilization of apprentices, trainees and journeymen under this part shall be in conformity with the equal employment opportunity requirements of Executive Order 11246, as amended, and 29 CFR part 30.

(5) *Compliance with Copeland Act requirements.* The contractor shall comply with the requirements of 29 CFR part 3, which are incorporated by reference in this contract.

(6) *Subcontracts.* The contractor or subcontractor shall insert in any subcontracts the clauses contained in 29 CFR 5.5(a)(1) through (10) and such other clauses as the Federal Agency may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all the contract clauses in 29 CFR 5.5.

(7) *Contract termination: debarment.* A breach of the contract clauses in 29 CFR 5.5 may be grounds for termination of the contract, and for debarment as a contractor and a subcontractor as provided in 29 CFR 5.12.

(8) *Compliance with Davis-Bacon and Related Act requirements.* All rulings and interpretations of the Davis-Bacon and Related Acts contained in 29 CFR parts 1, 3, and 5 are herein incorporated by reference in this contract.

(9) *Disputes concerning labor standards.* Disputes arising out of the labor standards provisions of this contract shall not be subject to the general disputes clause of this contract. Such disputes shall be resolved in accordance with the procedures of the Department of Labor set forth in 29 CFR parts 5, 6, and 7.

Disputes within the meaning of this clause include disputes between the contractor (or any of its subcontractors) and the contracting agency, the U.S. Department of Labor, or the employees or their representatives.

(10) *Certification of eligibility.*

(i) By entering into this contract, the contractor certifies that neither it (nor he or she) nor any person or firm who has an interest in the contractor's firm is a person or firm ineligible to be awarded Government contracts by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).

(ii) No part of this contract shall be subcontracted to any person or firm ineligible for award of a Government contract by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).

(iii) The penalty for making false statements is prescribed in the U.S. Criminal Code, 18 U.S.C. 1001.

CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

(for all awarded contracts related to "mechanics and laborers" with a value greater than \$100,000.00)

(1) Overtime requirements. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of 40 hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of 40 hours in such workweek.

(2) Violation; liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in subparagraph (1) of this paragraph, the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in subparagraph (1) of this paragraph, in the sum of \$10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of 40 hours without payment of the overtime wages required by the clause set forth in sub paragraph (1) of this paragraph.

(3) Withholding for unpaid wages and liquidated damages. The federal agency and/or Jefferson Parish shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contract, or any other Federally-assisted contract subject to the Contract Work Hours and Safety Standards Act which is held by the same prime contractor such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in subparagraph (2) of this paragraph.

(4) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clauses set forth in subparagraph (1) through (4) of this paragraph and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in subparagraphs (1) through (4) of this paragraph.

RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT

(if federal award meets definition of “funding agreement” under 37 CFR §401.2(a), for all awarded contracts related to experimental, developmental, or research work type contracts)

(a) Definitions

(1) *Invention* means any invention or discovery which is or may be patentable or otherwise protectable under Title 35 of the United States Code, or any novel variety of plant which is or may be protected under the Plant Variety Protection Act (7 U.S.C. 2321 *et seq.*).

(2) *Subject invention* means any invention of the *contractor* conceived or first actually reduced to practice in the performance of work under this *contract*, provided that in the case of a variety of plant, the date of determination (as defined in section 41(d) of the Plant Variety Protection Act, 7 U.S.C. 2401(d)) must also occur during the period of *contract* performance.

(3) *Practical Application* means to manufacture in the case of a composition or product, to practice in the case of a process or method, or to operate in the case of a machine or system; and, in each case, under such conditions as to establish that the invention is being utilized and that its benefits are, to the extent permitted by law or government regulations, available to the public on reasonable terms.

(4) *Made* when used in relation to any invention means the conception or first actual reduction to practice of such invention.

(5) *Small Business Firm* means a small business concern as defined at section 2 of Pub. L. 85-536 (15 U.S.C. 632) and implementing regulations of the Administrator of the Small Business Administration. For the purpose of this clause, the size standards for small business concerns involved in government procurement and subcontracting at 13 CFR 121.3-8 and 13 CFR 121.3-12, respectively, will be used.

(6) *Nonprofit Organization* means a university or other institution of higher education or an organization of the type described in section 501(c)(3) of the Internal Revenue Code of 1954 (26 U.S.C. 501(c)) and exempt from taxation under section 501(a) of the Internal Revenue Code (25 U.S.C. 501(a)) or any nonprofit scientific or educational organization qualified under a state nonprofit organization statute.

(b) Allocation of Principal Rights

The *Contractor* may retain the entire right, title, and interest throughout the world to each subject invention subject to the provisions of this clause and 35 U.S.C. 203. With respect to any subject invention in which the *Contractor* retains title, the Federal government shall have a nonexclusive, nontransferable, irrevocable, paid-up license to practice or have practiced for or on behalf of the United States the subject invention throughout the world.

(c) Invention Disclosure, Election of Title and Filing of Patent Application by *Contractor*

(1) The *contractor* will disclose each subject invention to the *Federal Agency* within two months after the inventor discloses it in writing to *contractor* personnel responsible for patent matters. The disclosure to the agency shall be in the form of a written report and shall identify the *contract* under which the invention was made and the inventor(s). It shall be sufficiently complete in technical detail to convey a clear understanding to the extent known at the time of the disclosure, of the nature, purpose, operation, and the physical, chemical, biological or electrical characteristics of the invention. The disclosure shall also identify any publication, on sale or public use of the invention and whether a manuscript describing the invention has been submitted for publication and, if so, whether it has been accepted for publication at the time of disclosure. In addition, after disclosure to the *agency*, the *Contractor* will promptly notify the *agency* of the acceptance of any manuscript describing the invention for publication or of any on sale or public use planned by the *contractor*.

(2) The *Contractor* will elect in writing whether or not to retain title to any such invention by notifying the *Federal agency* within two years of disclosure to the *Federal agency*. However, in any case where publication, on sale or public use has initiated the one year statutory period wherein valid patent protection can still be obtained in the United States, the period for election of title may be shortened by the *agency* to a date that is no more than 60 days prior to the end of the statutory period.

(3) The *contractor* will file its initial patent application on a subject invention to which it elects to retain title within one year after election of title or, if earlier, prior to the end of any statutory period wherein valid patent protection can be obtained in the United States after a publication, on sale, or public use. The *contractor* will file patent applications in additional countries or international patent offices within either ten months of the corresponding initial patent application or six months from the date permission is granted by the Commissioner of Patents and Trademarks to file foreign patent applications where such filing has been prohibited by a Secrecy Order.

(4) Requests for extension of the time for disclosure, election, and filing under subparagraphs (1), (2), and (3) may, at the discretion of the *agency*, be granted.

(d) Conditions When the Government May Obtain Title

The *contractor* will convey to the *Federal agency*, upon written request, title to any subject invention—

(1) If the *contractor* fails to disclose or elect title to the subject invention within the times specified in (c), above, or elects not to retain title; provided that the *agency* may only request title within 60 days after learning of the failure of the *contractor* to disclose or elect within the specified times.

(2) In those countries in which the *contractor* fails to file patent applications within the times specified in (c) above; provided, however, that if the *contractor* has filed a patent application in a country after the times specified in (c) above, but prior to its receipt of the written request of the *Federal agency*, the *contractor* shall continue to retain title in that country.

(3) In any country in which the *contractor* decides not to continue the prosecution of any application for, to pay the maintenance fees on, or defend in reexamination or opposition proceeding on, a patent on a subject invention.

(e) Minimum Rights to *Contractor* and Protection of the *Contractor* Right to File

(1) The *contractor* will retain a nonexclusive royalty-free license throughout the world in each subject invention to which the Government obtains title, except if the *contractor* fails to disclose the invention within the times specified in (c), above. The *contractor's* license extends to its domestic subsidiary and affiliates, if any, within the corporate structure of which the *contractor* is a party and includes the right to grant sublicenses of the same scope to the extent the *contractor* was legally obligated to do so at the time the *contract* was awarded. The license is transferable only with the approval of the *Federal agency* except when transferred to the successor of that party of the *contractor's* business to which the invention pertains.

(2) The *contractor's* domestic license may be revoked or modified by the *funding Federal agency* to the extent necessary to achieve expeditious practical application of the subject invention pursuant to an application for an exclusive license submitted in accordance with applicable provisions at 37 CFR part 404 and *agency* licensing regulations (if any). This license will not be revoked in that field of use or the geographical areas in which the *contractor* has achieved practical application and continues to make the benefits of the invention reasonably accessible to the public. The license in any foreign country may be revoked or modified at the discretion of the *funding Federal agency* to the extent the *contractor*, its licensees, or the domestic subsidiaries or affiliates have failed to achieve practical application in that foreign country.

(3) Before revocation or modification of the license, the *funding Federal agency* will furnish the *contractor* a written notice of its intention to revoke or modify the license, and the *contractor* will be allowed thirty days (or such other time as may be authorized by the *funding Federal agency* for good cause shown by the *contractor*) after the notice to show cause why the license should not be revoked or modified. The *contractor* has the right to appeal, in accordance with applicable regulations in 37 CFR part 404 and *agency* regulations (if any) concerning the licensing of Government-owned inventions, any decision concerning the revocation or modification of the license.

(f) *Contractor* Action to Protect the Government's Interest

(1) The *contractor* agrees to execute or to have executed and promptly deliver to the *Federal agency* all instruments necessary to (i) establish or confirm the rights the Government has throughout the world in those subject inventions to which the *contractor* elects to retain title, and (ii) convey title to the *Federal agency* when requested under paragraph (d) above and to enable the government to obtain patent protection throughout the world in that subject invention.

(2) The *contractor* agrees to require, by written agreement, its employees, other than clerical and nontechnical employees, to disclose promptly in writing to personnel identified as responsible for the administration of patent matters and in a format suggested by the *contractor* each subject invention made under *contract* in order that the *contractor* can comply with the disclosure provisions of paragraph (c), above, and to execute all papers necessary to file patent applications on subject inventions and to

establish the government's rights in the subject inventions. This disclosure format should require, as a minimum, the information required by (c)(1), above. The *contractor* shall instruct such employees through employee agreements or other suitable educational programs on the importance of reporting inventions in sufficient time to permit the filing of patent applications prior to U.S. or foreign statutory bars.

(3) The *contractor* will notify the *Federal agency* of any decisions not to continue the prosecution of a patent application, pay maintenance fees, or defend in a reexamination or opposition proceeding on a patent, in any country, not less than thirty days before the expiration of the response period required by the relevant patent office.

(4) The *contractor* agrees to include, within the specification of any United States patent applications and any patent issuing thereon covering a subject invention, the following statement, "This invention was made with government support under (identify the *contract*) awarded by (identify the Federal agency). The government has certain rights in the invention."

(g) Subcontracts

(1) The *contractor* will include this clause, suitably modified to identify the parties, in all subcontracts, regardless of tier, for experimental, developmental or research work. The subcontractor will retain all rights provided for the *contractor* in this clause, and the *contractor* will not, as part of the consideration for awarding the subcontract, obtain rights in the subcontractor's subject inventions.

(2) In the case of subcontracts, at any tier, when the prime award with the Federal agency was a contract (but not a grant or cooperative agreement), the *agency*, subcontractor, and the contractor agree that the mutual obligations of the parties created by this clause constitute a contract between the subcontractor and the Federal agency with respect to the matters covered by the clause; provided, however, that nothing in this paragraph is intended to confer any jurisdiction under the Contract Disputes Act in connection with proceedings under paragraph (j) of this clause.

(h) Reporting on Utilization of Subject Inventions

The *Contractor* agrees to submit on request periodic reports no more frequently than annually on the utilization of a subject invention or on efforts at obtaining such utilization that are being made by the *contractor* or its licensees or assignees. Such reports shall include information regarding the status of development, date of first commercial sale or use, gross royalties received by the contractor, and such other data and information as the *agency* may reasonably specify. The *contractor* also agrees to provide additional reports as may be requested by the *agency* in connection with any march-in proceeding undertaken by the *agency* in accordance with paragraph (j) of this clause. As required by 35 U.S.C. 202(c)(5), the *agency* agrees it will not disclose such information to persons outside the government without permission of the *contractor*.

(i) Preference for United States Industry

Notwithstanding any other provision of this clause, the *contractor* agrees that neither it nor any assignee will grant to any person the exclusive right to use or sell any subject inventions in the United States unless such person agrees that any products embodying the subject invention or produced through the use of the subject invention will be manufactured substantially in the United States. However, in individual cases, the

requirement for such an agreement may be waived by the *Federal agency* upon a showing by the *contractor* or its assignee that reasonable but unsuccessful efforts have been made to grant licenses on similar terms to potential licensees that would be likely to manufacture substantially in the United States or that under the circumstances domestic manufacture is not commercially feasible.

(j) March-in Rights

The *contractor* agrees that with respect to any subject invention in which it has acquired title, the *Federal agency* has the right in accordance with the procedures in 37 CFR 401.6 and any supplemental regulations of the *agency* to require the *contractor*, an assignee or exclusive licensee of a subject invention to grant a nonexclusive, partially exclusive, or exclusive license in any field of use to a responsible applicant or applicants, upon terms that are reasonable under the circumstances, and if the *contractor*, assignee, or exclusive licensee refuses such a request the *Federal agency* has the right to grant such a license itself if the *Federal agency* determines that:

- (1) Such action is necessary because the *contractor* or assignee has not taken, or is not expected to take within a reasonable time, effective steps to achieve practical application of the subject invention in such field of use.
- (2) Such action is necessary to alleviate health or safety needs which are not reasonably satisfied by the *contractor*, assignee or their licensees;
- (3) Such action is necessary to meet requirements for public use specified by Federal regulations and such requirements are not reasonably satisfied by the *contractor*, assignee or licensees; or
- (4) Such action is necessary because the agreement required by paragraph (i) of this clause has not been obtained or waived or because a licensee of the exclusive right to use or sell any subject invention in the United States is in breach of such agreement.

(k) Special Provisions for *Contracts* with Nonprofit Organizations

If the *contractor* is a nonprofit organization, it agrees that:

- (1) Rights to a subject invention in the United States may not be assigned without the approval of the *Federal agency*, except where such assignment is made to an organization which has as one of its primary functions the management of inventions, provided that such assignee will be subject to the same provisions as the *contractor*;
- (2) The *contractor* will share royalties collected on a subject invention with the inventor, including Federal employee co-inventors (when the agency deems it appropriate) when the subject invention is assigned in accordance with 35 U.S.C. 202(e) and 37 CFR 401.10;
- (3) The balance of any royalties or income earned by the *contractor* with respect to subject inventions, after payment of expenses (including payments to inventors) incidental to the administration of subject inventions, will be utilized for the support of scientific research or education; and
- (4) It will make efforts that are reasonable under the circumstances to attract licensees of subject invention that are small business firms and that it will give a preference to a small business firm when licensing a subject invention if the *contractor* determines that the small business firm has a plan or proposal for marketing the invention which, if executed, is equally as likely to bring the invention to practical application as any plans or

proposals from applicants that are not small business firms; provided, that the *contractor* is also satisfied that the small business firm has the capability and resources to carry out its plan or proposal. The decision whether to give a preference in any specific case will be at the discretion of the *contractor*. However, the *contractor* agrees that the Secretary may review the *contractor's* licensing program and decisions regarding small business applicants, and the *contractor* will negotiate changes to its licensing policies, procedures, or practices with the Secretary when the Secretary's review discloses that the *contractor* could take reasonable steps to implement more effectively the requirements of this paragraph (k)(4).

(l) Communication

Any communications to be given hereunder by either party to the other shall be deemed to be duly given if set forth in writing and personally delivered or sent by mail, registered or certified, postage prepaid with return receipt requested, as follows:

Council Chair
Jefferson Parish Council
200 Derbigny Street, Suite 6200
Gretna, Louisiana 70053

Written notices hereunder delivered personally shall be deemed communicated as of actual receipt; mailed notices shall be deemed communicated five (5) days after deposit in the mail, post prepaid, certified, in accordance with this Paragraph.

CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT

(for all awarded contracts with a value greater than \$150,000.00)

The Contractor and all subcontractors shall comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 USC 7401 et seq., and the Federal Water Pollution Control Act, as amended, 33 USC 1251 et seq.

DEBARMENT AND SUSPENSION

(Contractor must complete certification and submit with 10 day documents)

The Contractor represents and warrants that it and its subcontractors are not listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension."

BYRD ANTI-LOBBYING AMENDMENT

(for all awarded contracts with a value greater than \$100,000.00 and contractor must complete certification and submit with 10 day documents)

The Contractor certifies, to the best of his or her knowledge and belief that:

1. No federally appropriated funds have been paid or will be paid, by or on behalf of the contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
2. If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the contractor shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. Contractor will include language of this certification in all subcontract awards at any tier and require that all recipients of subcontract awards in excess of \$150,000.00 shall certify and disclose accordingly.

PROCUREMENT OF RECOVERED MATERIALS

(for all purchase price of items exceeding \$10,000.00 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000.00)

(1) In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA designated items unless the product cannot be acquired:

(i) Competitively within a timeframe providing for compliance with the contract performance schedule;

(ii) Meeting contract performance requirements; or

(iii) At a reasonable price.

(2) Information about this requirement is available at EPA's Comprehensive Procurement Guidelines web site, <http://www.epa.gov/cpg/>. The list of EPA-designate items is available at <http://www.epa.gov/cpg/products.htm>.

Pertains to Scopes A & B

ATTACHMENT "L"

DEBARMENT/SUSPENSION CERTIFICATION

Debarment:

Federal Executive Order (E.O.) 12549 "Debarment" requires that all contractors receiving individual awards, using federal funds, and all subrecipients certify that the organization and its principals are not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from doing business with the Federal Government. By signing this document you certify that your organization and its principals are not debarred. Failure to comply or attempts to edit this language may disqualify your bid. Information on debarment is available at the following websites: www.sam.gov and <https://acquisition.gov/far/index.html> see section 52.209-6.

Your signature certifies that neither you nor your principal is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

(Name and Title of bidder's official)

(Name of bidder/company)

(Address)

(Address)

PHONE _____ FAX _____

EMAIL _____

Signature _____ Date _____

Pertains to Scopes A & B

ATTACHMENT "M"

CERTIFICATION OF RESTRICTIONS ON LOBBYING

I, _____, hereby certify on
(name and title of bidder's official)

behalf of _____ that:
(name of bidder)

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal loan, the entering into any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Executed this _____ day of _____, _____.

By _____
(signature of authorized official)

(title of authorized official)

FIXED ROUTE SYSTEM BOOKLET

CONTENTS/ ÍNDICE	PAGE
Transit Contacts/ Contactos de Tránsito	1
For Your Information/ Para Su Información	2
Veterans E1	3
Airport E2	4
Kenner Local E3	5
Metairie Road E4	6
Causeway E5	7
Clearview E8	8
Accessible Service MITS/ Servicio Accesible	9
System Map/ Mapa del Sistema	Inside Fold/ Pliegue de Adentro
Avondale W1	12
Westbank Expressway W2	13
Lapalco W3	14
Gretna W6	15
Terrytown W8	16
Huey P. Long W10	17
Westbank Sunday Service WSL	18
Kenner Loop (RTA-201)	19
Riding Tips / Consejos Para Pasajeros	Back Cover/ Contraportada

Transit Contacts / Contactos de Tránsito	
JEFFERSON TRANSIT (JeT) Website: www.jeffersontransit.org Jefferson Transit Fixed Route Bus Service Operated by Veolia Transportation 504/818-1077 Eastbank Office 118 David Dr., Metairie, LA 70003 Phone: 504/818-1077 Hours: 8:30 AM - 4:30 PM (Mon. - Fri.) Westbank Office 90 1st St., Gretna, LA 70053 Phone: 504/818-1077 Hours: 8:30 AM - 4:30 PM (Mon. - Fri.) Willy Terminal Fare Booth Mon. - Fri., call 504/367-7433 for hours <i>The Willy Terminal offers extended hours during the last week and the first few days of every month. Please check the sign at the Willy Terminal or online for exact dates. El Terminal Willy ofrece un horario extendido durante la última semana y los primeros días de cada mes. Para fechas exactas, por favor, revise el letrero en Willy Terminal o en el internet.</i>	Jefferson Transit Administration Ryan Brown, Transit Director 21 Westbank Expressway Gretna, LA 70053 Phone: 504/364-3450 Hours: 8:30 AM - 4:30 PM, (Mon. - Fri.) MITS Jefferson Transit Paratransit Service Operated by Veolia Transportation 118 David Dr. Metairie, Louisiana 70003 504/889-7155 (Office) REGIONAL TRANSIT AUTHORITY (RTA) Website: www.norta.com RTA Rideline Phone: 504/248-3900 Hours: 8:30 AM - 5:00 PM (Mon. - Fri.) Email: rideline@norta.com Paratransit Phone: 504/827-7433

Jefferson Transit

Information/Información Schedules/Horarios Maps/Mapas

All buses are ADA accessible. (Bus will know or fit will be deployed upon request)

Todos los autobuses tienen accesibilidad conforme a ADA.

For alternate formats, call Transit Operations: 818-1077

Si necesita recibir esta información por otro medio, llame a Transit Operations: 818-1077

www.jeffersontransit.org

How to Use the Schedule

- Find the time point stop (at the top of the schedule table) that is closest to the where you will get on the bus.
- Read the schedule (Monday-Friday, Saturday & Holiday, Sunday) for when you will travel. Follow that column down to the time you want to leave.
- Use the same method to find the times the bus is scheduled to arrive at the stop where you will get off the bus.
- If the bus stop is not listed in the schedule table, use the time shown for the bus stop before it as the time to wait at the stop.
- The row directly above the time point stop labels show where the routes switch from inbound to outbound.

	INBOUND	OUTBOUND
1	8:30 AM	8:30 AM
2	8:45 AM	8:45 AM
3	9:00 AM	9:00 AM
4	9:15 AM	9:15 AM
5	9:30 AM	9:30 AM
6	9:45 AM	9:45 AM
7	10:00 AM	10:00 AM
8	10:15 AM	10:15 AM
9	10:30 AM	10:30 AM
10	10:45 AM	10:45 AM
11	11:00 AM	11:00 AM
12	11:15 AM	11:15 AM
13	11:30 AM	11:30 AM
14	11:45 AM	11:45 AM
15	12:00 PM	12:00 PM
16	12:15 PM	12:15 PM
17	12:30 PM	12:30 PM
18	12:45 PM	12:45 PM
19	1:00 PM	1:00 PM
20	1:15 PM	1:15 PM
21	1:30 PM	1:30 PM
22	1:45 PM	1:45 PM
23	2:00 PM	2:00 PM
24	2:15 PM	2:15 PM
25	2:30 PM	2:30 PM
26	2:45 PM	2:45 PM
27	3:00 PM	3:00 PM
28	3:15 PM	3:15 PM
29	3:30 PM	3:30 PM
30	3:45 PM	3:45 PM
31	4:00 PM	4:00 PM
32	4:15 PM	4:15 PM
33	4:30 PM	4:30 PM
34	4:45 PM	4:45 PM
35	5:00 PM	5:00 PM

Riding Tips

- Be at your stop five minutes early.
- Have correct change ready (operators do not carry change).
- Keep belongings out of the aisle.
- No smoking, eating, or drinking on bus.
- Please offer front seats to seniors and riders with disabilities.
- Exit through rear door.
- Stand behind yellow line while on board.

Lost and Found

If you find an item on the bus, please give it to the operator. All goods left on the bus are turned into either the Eastbank or Westbank Transit Facilities at the end of the day. Please call 504-818-1077 for the Eastbank Facility and 504-367-7433 for the Westbank Facility for the possible recovery of lost items.

Cómo usar el Horario

- Encontrar la parada programada (en la parte superior de la tabla de programación) que es la más cercana a la que se sube al autobús.
- Selecione el horario para el día (los lunes a viernes, sábados y días festivos, domingos en que viaja). Siga la columna hacia abajo para encontrar la hora en que quiere salir.
- Usar el mismo método para encontrar los tiempos en que el autobús está previsto llegar en la parada en que desea bajar.
- Si la parada del autobús no aparece en la tabla de programación, siga a la hora indicada para la parada anterior.
- La parada programada en todas las tablas de muestra, donde la ruta cambia de entrada a la salida.

	INBOUND	OUTBOUND
1	8:30 AM	8:30 AM
2	8:45 AM	8:45 AM
3	9:00 AM	9:00 AM
4	9:15 AM	9:15 AM
5	9:30 AM	9:30 AM
6	9:45 AM	9:45 AM
7	10:00 AM	10:00 AM
8	10:15 AM	10:15 AM
9	10:30 AM	10:30 AM
10	10:45 AM	10:45 AM
11	11:00 AM	11:00 AM
12	11:15 AM	11:15 AM
13	11:30 AM	11:30 AM
14	11:45 AM	11:45 AM
15	12:00 PM	12:00 PM
16	12:15 PM	12:15 PM
17	12:30 PM	12:30 PM
18	12:45 PM	12:45 PM
19	1:00 PM	1:00 PM
20	1:15 PM	1:15 PM
21	1:30 PM	1:30 PM
22	1:45 PM	1:45 PM
23	2:00 PM	2:00 PM
24	2:15 PM	2:15 PM
25	2:30 PM	2:30 PM
26	2:45 PM	2:45 PM
27	3:00 PM	3:00 PM
28	3:15 PM	3:15 PM
29	3:30 PM	3:30 PM
30	3:45 PM	3:45 PM
31	4:00 PM	4:00 PM
32	4:15 PM	4:15 PM
33	4:30 PM	4:30 PM
34	4:45 PM	4:45 PM
35	5:00 PM	5:00 PM

Consejos Para Pasajeros

- Estar en su parada cinco minutos antes.
- Tener listo el cambio correcto (los operadores no llevan cambio).
- Mantenga sus pertenencias fuera de pasillo.
- No fumar, comer o beber en el autobús.
- Por favor, ofrezca los asientos delanteros a las personas mayores y pasajeros con discapacidades.
- Salir por la puerta trasera.
- Esperar detrás de la línea amarilla cuando está a bordo.

Perdido y Encontrado

Si usted encuentra un artículo dejado en el autobús, por favor, dígalo con el operador. Todos los productos dejados en el autobús se entregan en cualquiera de las instalaciones de tránsito del Eastbank o Westbank al final de día. Por favor llame al 504-818-1077 para el posible recuperación de objetos perdidos.

2 For Your Information/ Para Su Información

FARES

Base Fare	\$1.50
Transfer	\$0.50
To Cross the River or to New Orleans CBD	\$2.00

The fares above except \$1, \$5, \$10, and \$20 U.S. bills and coins and provide change in the form of a value card for use on future fares.

Transfers

Transfers are available from the Bus Operator for \$0.50. Transfer vouchers are only valid at connecting transfer points and are not valid between J&T and RTA bus lines (Orleans Parish).

VIP Monthly Passes - \$60.00

Good for unlimited rides during a calendar month and is accepted on all J&T bus lines. The VIP Monthly Pass can be purchased at both transit office locations and the Willy Terminal Information Booth (see page 1).

Payment Options - Cash Only

Tokens - 10 for \$15

Tokens may work better for riders who do not transfer between bus routes. Tokens are sold in rolls of 10 for \$15.00. They can be purchased at both transit office locations and at some Eastbank Wharf Banks.

Payment Options-Cash Only

Half Fare Cards

Riders 65 years or older, mobility impaired, disabled or Medicare card holders may be issued a card for half-price fares on regular transit. The basic half fare is 75¢. The half fare to cross the river or the New Orleans CBD is \$1.00. With a half fare card, transfers are 25¢.

There is no charge for a Half Fare card. To get your ID card, bring both of the following to one of the transit office locations:

- Medicare card (journal, white and blue card)
- Picture ID (pic. Data ID or Driver's License)

If you are not a Medicare card holder, or lack a second form of ID, please call a Jefferson Transit office for more information: 816-1077.

BIKES ON BUSES

All J&T buses have bike racks that hold up to two single-seat, two-wheeled, non-motorized bicycles. Regular fares apply for each passenger. Your bike rides FREE!

Using the rack is easy. As the bus approaches, have your bike ready to load. Never approach the bus from the street. Stay on the curb. Remove any fairs that could fall off, like a water bottle or pannier. Tell the bus operator that you are loading a bike. Squeeze the handle and pull down to release the folded bike rack. Place your bike in the trough formed from the bus with the front tire facing the clamping arm, toward the street. If the outside trough is full, load your bike into the trough closest to the bus. In this position, the front tire will face the curb. Raise the clamping arm as far up on the wheel as you can. Before unloading, make sure to tell the operator know you'll be removing your bike. Lift up the clamping arm and remove your bike, folding up the rack if it's empty.

HOLIDAY SERVICE

The Saturday schedule is operated on the following holidays: New Year's Day, Martin Luther King Jr. Day, Good Friday, July 4th, Labor Day, Thanksgiving and Christmas. A separate schedule will be announced and used during the carnival season (week preceding Mardi Gras day). Routes without Saturday service do not operate on holidays.

NOTES

O Denotes bus going to/from bus garage. When O is in front of time, ex., O 8:09, a new bus is coming on to the route. When O is behind the time, ex., 10:53 O, the bus is leaving the route.



Visit Jet's website for more information

www.JeffersonTransit.org



Jefferson Transit Fleet Security Equipment

- Slide windows are equipped with emergency opening system for evacuation purposes.
- Multiple cameras and digital video recorder on each bus.
- Two emergency escape hatches on top of each bus.
- Each bus is equipped with two-way radio communication systems.
- Vehicles are equipped with hands-free public address systems.
- Coach identification numbers are displayed in a total of seven places inside and outside vehicles.
- Wheelchair ramps and lifts can be manually operated in the event of system failure or emergency.
- Signage posted in every vehicle informing passengers of safety, operational, and security issues.
- Doors are located for easy egress in the event of an emergency.
- Reflective decals and striping located on the front, sides, and rear of each vehicle make the buses more visible to traffic as well as to emergency responders/law enforcement.
- Transit Security Messages are broadcast over the Voice Annunciator System every 30 to 45 minutes.



*Note: Westbank Sunday Loop (WSL) route operates exclusively on Sundays.

Route	Weekdays	Saturdays & Holidays	Sundays
<i>Eastbank</i>			
Veterans (E1)	✓	✓	✓
Airport (E2)	✓	✓	✓
Kenner Local (E3)	✓	✓	✓
Metallic Road (E4)	✓	X	X
Causeway (E5)	✓	✓	X
Clearview (E6)	✓	X	X
<i>Westbank</i>			
Avondale (W1)	✓	✓	X
Westbank Expressway (W2)	✓	✓	X
Lapaloo (W3)	✓	✓	X
Gretna Local (W6)	✓	X	X
Terrytown (W8)	✓	X	X
Huey P. Long (W10)	✓	✓	X

Plan your route with

GOOGLE TRANSIT
You can find the Google Transit route
tool on the home page of
www.jeffersontransit.org



Veterans - E1

Route: The Veterans route runs from Williams Blvd. and 25th Street in Kenner, along Veterans Boulevard and the Pontchartrain Expressway, to the intersection of City Park Avenue and Ca. Blvd. in New Orleans. From this point, passengers can take several RTA routes into New Orleans. (Contact the RTA for their current schedules or visit their website at www.norta.com.)

Ruta: La ruta de Veterans empieza en Williams Blvd y calle 25 en Kanner, por Veterans Blvd. al Portchartrain Expressway hasta la intersección de Metairie Road y City Park Ave. en New Orleans. Esta ruta se conecta con varias rutas de RTA. (Póngase en contacto con RTA para obtener los horarios vigentes o visite su "web site": www.norla.com.)

[illegible][illegible]

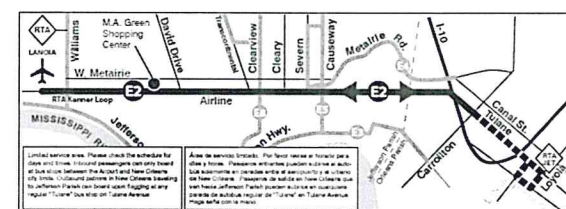
REMEMBER
SEC_RITY
IS NOT COMPLETE WITHOUT U

Airport - E2

[illegible]

Route: The Airport (E-2) route provides service from the Louis Armstrong New Orleans International Airport in Kenner, down Airline Drive into New Orleans. The Airport bus stop is on the second level of the Airport, near the Delta counter, in the median (look for the sign and bench). The fare to travel from the Airport to the New Orleans CBD and is \$2.00.	PM	4:37	4:47	5:02	5:17	5:22	5:32	5:47	6:02
	PM	6:08	6:15	6:33	6:48	6:53	7:03	7:18	7:33
	PM	7:29	7:49	8:04	8:19	8:24	8:34	8:49	9:04
	PM	9:15	9:21	9:32	9:42	9:49	9:59	10:10	10:18

Ruta: La ruta de Aéroport (E-2) provee servicio del aeropuerto Louis Armstrong en Kenner por Airline Dr. hasta New Orleans. La parada del autobús en el aeropuerto está en el segundo nivel del aeropuerto, o sea del mostrador de Delta en la mediana (busca la señal y el banco). El pasajero para viajar desde el aeropuerto hasta el Distrito Central de Comercio de New Orleans es de \$2.00.

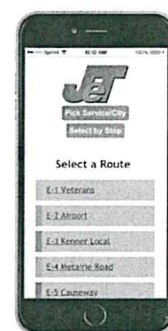


SHADOW

Shadow, our JeT bus locator tool, along with other system information and rider FAQs can be accessed on our homepage at www.jeffersontransit.org.



Shadow is a public portal whose technology allows Jefferson Transit riders to track and locate JeT buses.



View bus locations in real time. Riders can query route and schedule information, as well as arrival times for individual stops.



The bus locator feature provides riders with estimated wait times for all JeT buses and routes in real time.



Using GPS data, maps display the precise location and indicate the idle status of all JeT buses in service.

SATURDAY/SABADO: INBOUND/ENTRANTE											
Joe Terry West Lakes	Kenner Regis. Parish	Lafayette 2nd	Veterans Parish	21st Lafayette	22nd Lafayette	Williams 25th	Williams 25th	Miner 2nd			
AM	6:25	6:30	6:35	6:40	6:45	6:50	6:55	7:00	7:05	7:10	7:15
AM	7:40	7:45	7:50	7:55	8:00	8:05	8:10	8:15	8:20	8:25	8:30
AM	8:25	8:30	8:35	8:40	8:45	8:50	8:55	9:00	9:05	9:10	9:15
AM	9:15	9:20	9:25	9:30	9:35	9:40	9:45	9:50	9:55	10:00	10:05
AM	9:55	10:00	10:05	10:10	10:15	10:20	10:25	10:30	10:35	10:40	10:45
AM	10:45	10:50	10:55	11:00	11:05	11:10	11:15	11:20	11:25	11:30	11:35
AM	11:35	11:40	11:45	11:50	11:55	12:00	12:05	12:10	12:15	12:20	12:25
PM	12:25	12:30	12:35	12:40	12:45	12:50	12:55	1:00	1:05	1:10	1:15
PM	1:15	1:20	1:25	1:30	1:35	1:40	1:45	1:50	1:55	2:00	2:05
PM	1:55	2:00	2:05	2:10	2:15	2:20	2:25	2:30	2:35	2:40	2:45
PM	2:40	2:45	2:50	2:55	3:00	3:05	3:10	3:15	3:20	3:25	3:30
PM	3:25	3:30	3:35	3:40	3:45	3:50	3:55	4:00	4:05	4:10	4:15
PM	4:10	4:15	4:20	4:25	4:30	4:35	4:40	4:45	4:50	4:55	5:00
PM	4:55	5:00	5:05	5:10	5:15	5:20	5:25	5:30	5:35	5:40	5:45
PM	5:40	5:45	5:50	5:55	6:00	6:05	6:10	6:15	6:20	6:25	6:30
PM	6:30	6:35	6:40	6:45	6:50	6:55	7:00	7:05	7:10	7:15	7:20

SATURDAY/SABADO: OUTBOUND/SALIENTE											
Joe Terry West Lakes	Kenner Regis. Parish	Lafayette 2nd	Veterans Parish	21st Lafayette	22nd Lafayette	Williams 25th	Williams 25th	Miner 2nd			
AM	6:25	6:30	6:35	6:40	6:45	6:50	6:55	7:00	7:05	7:10	7:15
AM	7:40	7:45	7:50	7:55	8:00	8:05	8:10	8:15	8:20	8:25	8:30
AM	8:25	8:30	8:35	8:40	8:45	8:50	8:55	9:00	9:05	9:10	9:15
AM	9:15	9:20	9:25	9:30	9:35	9:40	9:45	9:50	9:55	10:00	10:05
AM	9:55	10:00	10:05	10:10	10:15	10:20	10:25	10:30	10:35	10:40	10:45
AM	10:45	10:50	10:55	11:00	11:05	11:10	11:15	11:20	11:25	11:30	11:35
AM	11:35	11:40	11:45	11:50	11:55	12:00	12:05	12:10	12:15	12:20	12:25
PM	12:25	12:30	12:35	12:40	12:45	12:50	12:55	1:00	1:05	1:10	1:15
PM	1:15	1:20	1:25	1:30	1:35	1:40	1:45	1:50	1:55	2:00	2:05
PM	1:55	2:00	2:05	2:10	2:15	2:20	2:25	2:30	2:35	2:40	2:45
PM	2:40	2:45	2:50	2:55	3:00	3:05	3:10	3:15	3:20	3:25	3:30
PM	3:25	3:30	3:35	3:40	3:45	3:50	3:55	4:00	4:05	4:10	4:15
PM	4:10	4:15	4:20	4:25	4:30	4:35	4:40	4:45	4:50	4:55	5:00
PM	4:55	5:00	5:05	5:10	5:15	5:20	5:25	5:30	5:35	5:40	5:45
PM	5:40	5:45	5:50	5:55	6:00	6:05	6:10	6:15	6:20	6:25	6:30
PM	6:30	6:35	6:40	6:45	6:50	6:55	7:00	7:05	7:10	7:15	7:20

NOTE: This RTA Kenner Local schedule is provided as a convenience for RTA riders and is current as of January 2, 2011. Jefferson Transit is not responsible for any changes that the Regional Transit Authority (RTA) may subsequently make to this schedule or route. Please consult RTA for any updates to this schedule. Check the schedule online at www.rta.com or call the RTA Hotline at 504.248.3900.

NOTE: Esta información del RTA Kenner Local se provee como una conveniencia a los clientes de Jefferson y está vigente January 2, 2011. Jefferson Transit no se hace responsable de ningún cambio que RTA pueda eventualmente hacer al horario de la ruta. Por favor consulte a RTA para cualquier actualización de este horario. Verifique el horario en línea en www.rta.com o llámese al número de línea de RTA al 504.248.3900.

SUNDAY/DOMINGO: INBOUND/ENTRANTE											
Joe Terry West Lakes	Kenner Regis. Parish	Lafayette 2nd	Veterans Parish	21st Lafayette	22nd Lafayette	Williams 25th	Williams 25th	Miner 2nd			
AM	7:15	7:20	7:25	7:30	7:35	7:40	7:45	7:50	7:55	8:00	8:05
AM	8:05	8:10	8:15	8:20	8:25	8:30	8:35	8:40	8:45	8:50	8:55
AM	8:55	9:00	9:05	9:10	9:15	9:20	9:25	9:30	9:35	9:40	9:45
AM	9:45	9:50	9:55	10:00	10:05	10:10	10:15	10:20	10:25	10:30	10:35
AM	10:35	10:40	10:45	10:50	10:55	11:00	11:05	11:10	11:15	11:20	11:25
AM	11:25	11:30	11:35	11:40	11:45	11:50	11:55	12:00	12:05	12:10	12:15
PM	12:15	12:20	12:25	12:30	12:35	12:40	12:45	12:50	12:55	1:00	1:05
PM	1:05	1:10	1:15	1:20	1:25	1:30	1:35	1:40	1:45	1:50	1:55
PM	1:55	2:00	2:05	2:10	2:15	2:20	2:25	2:30	2:35	2:40	2:45
PM	2:40	2:45	2:50	2:55	3:00	3:05	3:10	3:15	3:20	3:25	3:30
PM	3:25	3:30	3:35	3:40	3:45	3:50	3:55	4:00	4:05	4:10	4:15
PM	4:10	4:15	4:20	4:25	4:30	4:35	4:40	4:45	4:50	4:55	5:00
PM	4:55	5:00	5:05	5:10	5:15	5:20	5:25	5:30	5:35	5:40	5:45
PM	5:40	5:45	5:50	5:55	6:00	6:05	6:10	6:15	6:20	6:25	6:30
PM	6:30	6:35	6:40	6:45	6:50	6:55	7:00	7:05	7:10	7:15	7:20

SUNDAY/DOMINGO: OUTBOUND/SALIENTE											
Joe Terry West Lakes	Kenner Regis. Parish	Lafayette 2nd	Veterans Parish	21st Lafayette	22nd Lafayette	Williams 25th	Williams 25th	Miner 2nd			
AM	7:15	7:20	7:25	7:30	7:35	7:40	7:45	7:50	7:55	8:00	8:05
AM	8:05	8:10	8:15	8:20	8:25	8:30	8:35	8:40	8:45	8:50	8:55
AM	8:55	9:00	9:05	9:10	9:15	9:20	9:25	9:30	9:35	9:40	9:45
AM	9:45	9:50	9:55	10:00	10:05	10:10	10:15	10:20	10:25	10:30	10:35
AM	10:35	10:40	10:45	10:50	10:55	11:00	11:05	11:10	11:15	11:20	11:25
AM	11:25	11:30	11:35	11:40	11:45	11:50	11:55	12:00	12:05	12:10	12:15
PM	12:15	12:20	12:25	12:30	12:35	12:40	12:45	12:50	12:55	1:00	1:05
PM	1:05	1:10	1:15	1:20	1:25	1:30	1:35	1:40	1:45	1:50	1:55
PM	1:55	2:00	2:05	2:10	2:15	2:20	2:25	2:30	2:35	2:40	2:45
PM	2:40	2:45	2:50	2:55	3:00	3:05	3:10	3:15	3:20	3:25	3:30
PM	3:25	3:30	3:35	3:40	3:45	3:50	3:55	4:00	4:05	4:10	4:15
PM	4:10	4:15	4:20	4:25	4:30	4:35	4:40	4:45	4:50	4:55	5:00
PM	4:55	5:00	5:05	5:10	5:15	5:20	5:25	5:30	5:35	5:40	5:45
PM	5:40	5:45	5:50	5:55	6:00	6:05	6:10	6:15	6:20	6:25	6:30
PM	6:30	6:35	6:40	6:45	6:50	6:55	7:00	7:05	7:10	7:15	7:20

RTA Hotline
504.248.3900

RTA - 201 Kenner Loop

Kenner Local - E3

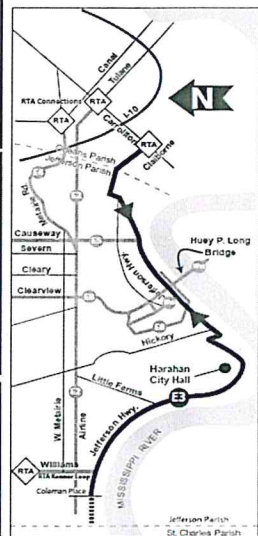
9

SATURDAY/SABADO: INBOUND/ENTRANTE											
Joe Terry West Lakes	Kenner Regis. Parish	Lafayette 2nd	Veterans Parish	21st Lafayette	22nd Lafayette	Williams 25th	Williams 25th	Miner 2nd			
AM	6:25	6:30	6:35	6:40	6:45	6:50	6:55	7:00	7:05	7:10	7:15
AM	7:40	7:45	7:50	7:55	8:00	8:05	8:10	8:15	8:20	8:25	8:30
AM	8:25	8:30	8:35	8:40	8:45	8:50	8:55	9:00	9:05	9:10	9:15
AM	9:15	9:20	9:25	9:30	9:35	9:40	9:45	9:50	9:55	10:00	10:05
AM	9:55	10:00	10:05	10:10	10:15	10:20	10:25	10:30	10:35	10:40	10:45
AM	10:45	10:50	10:55	11:00	11:05	11:10	11:15	11:20	11:25	11:30	11:35
AM	11:35	11:40	11:45	11:50	11:55	12:00	12:05	12:10	12:15	12:20	12:25
PM	12:25	12:30	12:35	12:40	12:45	12:50	12:55	1:00	1:05	1:10	1:15
PM	1:15	1:20	1:25	1:30	1:35	1:40	1:45	1:50	1:55	2:00	2:05
PM	1:55	2:00	2:05	2:10	2:15	2:20	2:25	2:30	2:35	2:40	2:45
PM	2:40	2:45	2:50	2:55	3:00	3:05	3:10	3:15	3:20	3:25	3:30
PM	3:25	3:30	3:35	3:40	3:45	3:50	3:55	4:00	4:05	4:10	4:15
PM	4:10	4:15	4:20	4:25	4:30	4:35	4:40	4:45	4:50	4:55	5:00
PM	4:55	5:00	5:05	5:10	5:15	5:20	5:25	5:30	5:35	5:40	5:45
PM	5:40	5:45	5:50	5:55	6:00	6:05	6:10	6:15	6:20	6:25	6:30
PM	6:30	6:35	6:40	6:45	6:50	6:55	7:00	7:05	7:10	7:15	7:20

Route: The Kenner Local (E3) follows the Mississippi River on Jefferson Hwy from Kenner to Jefferson Parish to the intersection of Camellia and Claiborne Avenues in New Orleans. Passengers can then take several RTA routes into New Orleans. (Contact the RTA for their current schedules or visit their website at www.rta.com.)

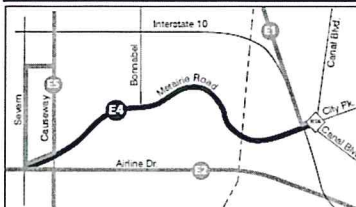
Ruta: El Kenner Local (E3) sigue el río Mississippi por Jefferson Highway desde Kenner en Jefferson Parish hasta la intersección de Camellia y Claiborne en New Orleans. Los pasajeros pueden tomar entonces varias rutas de RTA que operan en New Orleans. (Contáctese un contacto con RTA para obtener los horarios vigentes o visite su "WebSite" www.rta.com.)

Tickets plus going to or from the Jefferson St. Charles Parish line. Tíckete que el bus va a venir de la línea Jefferson St. Charles.



Metairie Road - E4

MONDAY-FRIDAY/ LUNES-VIERNES					
INBOUND/ ENTRANTE			OUTBOUND/ SALIENTE		
	Severn	Bonnabel	Canal Blvd. at City Park Ave.	Bonnabel	Severn
AM					
	6:23	6:30	6:41	6:51	6:53
AM	7:03	7:10	7:21	7:31	7:33
AM	7:43	7:50	8:01	8:11	8:13
AM	8:23	8:30	8:41	8:51	8:53
AM	9:03	9:10	9:21	9:31	9:33
AM	9:43	9:50	10:01	10:11	10:13
AM	10:23	10:30	10:41	10:51	10:53
AM	11:03	11:10	11:21	11:31	11:33
PM	12:23	12:30	12:41	12:51	12:53
PM	1:03	1:10	1:21	1:31	1:33
PM	1:43	1:50	2:01	2:11	2:13
PM	2:23	2:30	2:41	2:51	2:53
PM	3:03	3:10	3:21	3:31	3:33
PM	3:43	3:50	4:01	4:11	4:13
PM	4:23	4:30	4:41	4:51	4:53
PM	5:03	5:10	5:21	5:31	5:33
PM	5:43	5:50	6:01	6:11	6:13
PM	6:23	6:30	6:41	6:51	6:53



Effective Date : March 4, 2007

Router: The Metairie Road route starts at Severn and travels east on Metairie Road to the intersection of Canal Street and City Park Avenue. From this point, passengers can take several RTA routes into New Orleans. (Contact the RTA for their current schedules or visit their website at www.norta.com.)

Efectivo: Marzo 4, 2007

Ruta: La ruta de Metairie Road empieza en Severn y progresa hacia el este en Metairie Road hasta la intersección de Canal Street y City Park Ave. Desde aquí, los pasajeros pueden tomar varias rutas a Nueva Orleans. (Póngase en contacto con RTA para obtener los horarios vigentes o visite su "website": www.norta.com.)

Are you 65 or older, or mobility impaired? If so, you are eligible for the JeT Half Fare Card



The Half Fare card allows you to ride all JeT buses for half price. This includes regular bus fares and transfers.

To get your Half Fare card, bring your Medicare card and a picture ID to one of the Jefferson Transit offices (see locations on page 1).

There is no charge to get the half-fare card.

RTA - 201 Kenner Loop

MONDAY-FRIDAY/ LUNES-VIERNES: INBOUND/ ENTRANTE										
	Joe Ross West Lakes	Kenner Airport	Lafayette	Interstate 10/ Airport	21st Lakes	25th Williams	Williams/ 25th	Williams/ Airport	Major St.	
AM										
	8:00	8:08	8:12	8:16	8:20		8:24	8:28	8:32	8:36
AM	8:40	8:48	8:52	8:56	9:00		9:04	9:08	9:12	9:16
AM	9:20	9:28	9:32	9:36	9:40		9:44	9:48	9:52	9:56
AM	10:00	10:08	10:12	10:16	10:20		10:24	10:28	10:32	10:36
AM	10:40	10:48	10:52	10:56	11:00		11:04	11:08	11:12	11:16
AM	11:20	11:28	11:32	11:36	11:40		11:44	11:48	11:52	11:56
PM	12:10	12:18	12:22	12:26	12:30		12:34	12:38	12:42	12:46
PM	1:00	1:08	1:12	1:16	1:20		1:24	1:28	1:32	1:36
PM	1:40	1:48	1:52	1:56	2:00		2:04	2:08	2:12	2:16
PM	2:20	2:28	2:32	2:36	2:40		2:44	2:48	2:52	2:56
PM	3:00	3:08	3:12	3:16	3:20		3:24	3:28	3:32	3:36
PM	3:40	3:48	3:52	3:56	4:00		4:04	4:08	4:12	4:16
PM	4:20	4:28	4:32	4:36	4:40		4:44	4:48	4:52	4:56
PM	5:00	5:08	5:12	5:16	5:20		5:24	5:28	5:32	5:36
PM	5:40	5:48	5:52	5:56	6:00		6:04	6:08	6:12	6:16
PM	6:20	6:28	6:32	6:36	6:40		6:44	6:48	6:52	6:56

Effective: January 2, 2011

The Kenner Loop is operated by the New Orleans Regional Transit Authority - RTA. (For more information on RTA routes, please visit their website at norta.com or call 504-249-3900.)

The New Loop

The New Loop is a Senior Citizen with RTA ID (65 years of age or older) is 40%.

Effective: Enero 2, 2011

El Kenner Loop está operado por el New Orleans Regional Transit Authority-RTA. Para obtener más información acerca de las rutas de RTA, por favor visite su "website": norta.com, o llame 504-249-3900.

El pasaje cuesta \$2.00.

El pasaje para personas mayores de 65 años, con tarjeta de identificación de RTA, cuesta \$0.40.

MONDAY-FRIDAY/ LUNES-VIERNES: OUTBOUND/ SALIENTE										
	Major St.	Williams/ 25th	Williams/ 25th	Williams/ 25th	Interstate 10/ Airport	21st Lakes	25th Williams	Williams/ Airport	Major St.	
AM										
	8:08	8:11	8:16	8:20	8:24	8:28	8:32	8:36	8:40	8:44
AM	8:54	8:57	9:02	9:06	9:10	9:14	9:18	9:22	9:26	9:30
AM	9:40	9:43	9:48	9:52	9:56	10:00	10:04	10:08	10:12	10:16
AM	10:22	10:25	10:30	10:34	10:38	10:42	10:46	10:50	10:54	10:58
AM	11:04	11:07	11:12	11:16	11:20	11:24	11:28	11:32	11:36	11:40
PM	12:22	12:25	12:30	12:34	12:38	12:42	12:46	12:50	12:54	12:58
PM	1:10	1:13	1:18	1:22	1:26	1:30	1:34	1:38	1:42	1:46
PM	2:00	2:03	2:08	2:12	2:16	2:20	2:24	2:28	2:32	2:36
PM	2:40	2:43	2:48	2:52	2:56	3:00	3:04	3:08	3:12	3:16
PM	3:20	3:23	3:28	3:32	3:36	3:40	3:44	3:48	3:52	3:56
PM	4:00	4:03	4:08	4:12	4:16	4:20	4:24	4:28	4:32	4:36
PM	4:40	4:43	4:48	4:52	4:56	5:00	5:04	5:08	5:12	5:16
PM	5:20	5:23	5:28	5:32	5:36	5:40	5:44	5:48	5:52	5:56
PM	6:00	6:03	6:08	6:12	6:16	6:20	6:24	6:28	6:32	6:36
PM	6:50	6:53	6:58	7:02	7:06	7:10	7:14	7:18	7:22	7:26

The Kenner Loop connects with the following JeT buses:

- E1-Valerone bus at Williams and 25th
- E2-Airport bus at Williams and Airline
- E3-Kenner Loop at Williams and 3rd St.

Note: Although the Kenner Loop connects with several JeT buses, riders cannot use JeT transfers to ride these buses nor use RTA transfers to ride JeT buses.

El Kenner Loop conecta con los siguientes Autobuses JeT:

- E1-Valerone en Williams y 25th
- E2-Airport en Williams y Airline
- E3-Kenner Loop en Williams y 3rd St.

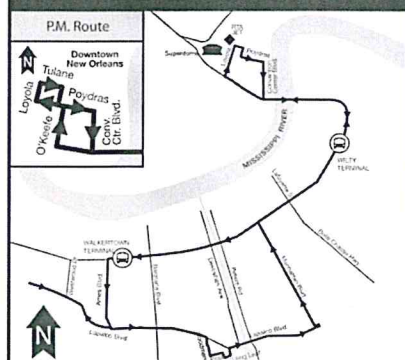
Note: Aunque el Kenner Loop conecta con varios autobuses JeT, los pasajeros no pueden usar transferencias de JeT para usar estos autobuses ni usar transferencias de RTA para usar autobuses JeT.



W-SL Westbank Sunday Loop

Inbound Trains														Outbound Trains													
	Lapine & Valley	Lapine & Salsburg	Wauwatosa & Lapine	Wauwatosa & Mt. Sales	Army Wye Terminal	Leaves Wauwatosa	Lapine & Salsburg	Army Wye Terminal	Leaves Wauwatosa	Wauwatosa & Mt. Sales	Mt. Sales & Salsburg	Army Wye Terminal	Leaves Wauwatosa	Lapine & Valley													
AM						0712	7:27	7:43	7:50	7:58	8:05	8:17	8:25	0718	7:28												
7:22	7:34	7:47	7:57	8:05	8:11	8:22	8:42	8:48	8:56	9:08	9:22	9:31	9:32														
8:27	8:33	8:46	8:54	9:04	9:11	9:26	9:44	9:48	9:54	10:07	10:23	10:32	10:33														
9:28	9:30	9:43	9:56	10:01	10:06	10:21	10:38	10:44	10:52	11:05	11:21	11:28	11:31														
10:29	10:30	10:43	10:55	10:59	11:07	11:22	11:40	11:45	11:51	12:00	12:12	12:20	12:23														
11:30	11:31	11:44	11:51	11:58	12:03	12:18	12:34	12:38	12:44	12:53	13:05	13:12	13:15														
AM	12:15	12:22	12:34	12:44	12:54	1:04	1:12	1:22	1:28	1:38	1:49	1:56	1:58														
PM	1:14	1:22	1:35	1:44	1:53	2:16	2:18	2:31	2:34	2:44	2:51	2:58	3:01	0711	7:28												
	2:08	2:14	2:27	2:37	2:45	2:49	3:09	3:18	3:23	3:31	3:40	3:47	3:51														
	3:10	3:16	3:29	3:40	3:49	3:54	4:13	4:21	4:26	4:35	4:42	4:51	4:52														
	3:57	4:05	4:18	4:28	4:36	4:46	4:56	5:01	5:08	5:14	5:22	5:30	5:31	05:56													
	4:58	5:16	5:29	5:39	5:47	5:51	6:04	6:12	6:17	6:27	6:44	6:48	6:50														

Westbank Sunday Loop (W-SL)



Effective Date: November 13, 2011

Route: The Sundry Loop Route provides service between both Westbank terminals, Willy and Walkerton, and the New Orleans CBO as well as areas south of the Westbank Expressway. The Sundry Loop Route travels from the New Orleans CBO to the Willy Terminal, and along Westbank Expressway to the Walkerton Terminal. It then travels down Ames Blvd., to Lapalo Blvd and west to Lapalo Blvd and Victory. At Lapalo and Victory it turns around to travel the rest of the Lapalo route back to the New Orleans CBO.

Efectivo: 13 de noviembre de 2011

Ruta: Una ruta circular de domingo que comienza temprano antes al Westbank y New Orleans CBD. El circuito de domingo sale del New Orleans CBD y pasa por los terminales Willy y Wackertown. Continúa en Westbank Expressway hasta Armet Blvd donde viras hacia el sur hasta Lapalco Blvd. En Lapalco Blvd sigue hasta la última parada en la intersección de Victory Dr y Lapalco Blvd. En esta última parada, toma una vuelta para regresar al New Orleans CBD.

Causeway - E5

MONDAY-FRIDAY / LUNES-VIERNES							
INBOUND / ENTRANTE			OUTBOUND / SALIENTE				
	Gateway Jefferson Ave	Laticrete	East Jefferson Hochstadt	Laticrete	Gateway Jefferson Ave	Laticrete	East Jefferson Hochstadt
AM	6:30	6:43	5:53	7:03	7:23		
AM	<7:00	7:13	7:25	7:33	7:53		
AM	7:30	7:43	7:55	8:03	8:23		
AM	8:00	8:13	8:25	8:33	8:53		
AM	8:20	8:33	8:55	9:03	9:23		
AM	9:00	9:13	9:25	9:33	9:53		
AM	10:00	10:13	10:25	10:33	10:53		
AM	<11:00	11:13	11:25	11:33	11:53		
PM	12:00	12:13	12:25	12:33	12:53		
PM	1:00	1:13	1:25	1:33	1:53		
PM	2:00	2:13	2:25	2:33	2:53		
PM	3:00	3:13	3:25	3:33	3:53		
PM	<3:30	3:43	3:55	4:03	4:23		
PM	4:10	4:23	4:35	4:43	4:53		
PM	4:30	4:43	4:55	5:03	5:23		
PM	5:00	5:13	5:25	5:33	5:53		
PM	5:30	5:43	5:55	6:03	6:23		
PM	6:00	6:13	6:25	6:33	6:53		
PM	6:30	6:43	6:55	7:03	7:23		

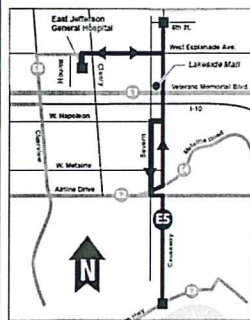
SATURDAY & HOLIDAYS/SABADO Y DIAS FERIADOS							
AM	<7:00	7:13	7:25	7:33	7:43		
AM	7:50	8:03	8:13	8:16	8:36		
AM	8:40	8:52	9:02	9:06	9:26		
AM	9:30	9:42	9:52	9:56	10:16		
AM	10:20	10:33	10:43	10:46	11:06		
AM	11:10	11:23	11:33	11:36	11:56		
PM	12:00	12:12	12:22	12:26	12:46		
PM	1:40	1:52	2:02	2:06	2:26		
PM	<2:30	2:42	2:52	2:56	3:16		
PM	3:20	3:32	3:42	3:46	3:66		
PM	4:10	4:22	4:32	4:36	4:56		
PM	5:00	5:12	5:22	5:26	5:46		
PM	5:50	6:02	6:12	6:16	6:36		
PM	6:50	7:02	7:12	7:16	7:36		

Effective Date : April 9, 2006

Route: The Causeway Route is a north/south route and intersects all routes on the Eastbank of Jefferson Parish. The route runs from Jefferson Highway along Causeway Boulevard to West Esplanade Avenue and then proceeds west along West Esplanade to Houma Blvd. at East Jefferson Hospital.

Electing: April 9, 2006

Ruta: La ruta Causeway es una ruta no expresur que se conecta con todas las rutas del Eastbank. Esta ruta va de Jefferson Highway, por Causeway Blvd. hasta West Esplanade y entonces hacia el oeste por West Esplanade hasta Houma Blvd en el hospital East Jefferson.



It Pays to Ride JeT

Would you like to save money on the cost of your daily commute?

Jefferson Transit offers monthly passes, and under federal law employers can provide these passes as a benefit that saves real money for both employees and employers.

Workers receive one of the following:

- Monthly funds in employer-paid tax-free transit costs
- A tax-sheltered payroll deduction for transit costs
- Funds in a combination of both the above

The JeT VIP Monthly Pass allows unlimited rides and transfers on all JeT routes for the calendar month. Also, since it only costs \$60 you can use the tax incentives to purchase a RTA monthly pass in addition to the JeT VIP Monthly Pass, and easily transfer between the two public transit systems. If you would like us to contact your employer about these tax benefits please call 504-364-3450 or email information@jeffersontransit.org. For more information visit our website at www.jeffersontransit.org.



Clearview - E8

MONDAY-FRIDAY/ LUNES-VIERNES							
INBOUND/ ENTRANTE				OUTBOUND/ SALIENTE			
	East Jefferson Hospital	Clearview & Airline Dr	Yenni Building	Arrive Jeff Hwy/Elym- Wood Park	Leave Jeff Hwy/Elym- Wood Park	Clearview & Airline Dr	East Jefferson Hospital
AM		6:05	6:10	6:20	6:20	6:29	6:48
AM	6:51	7:06	7:11	7:21	7:26	7:35	7:52
AM	7:57	8:12	8:17	8:27	8:32	8:41	8:58
AM	9:03	9:18	9:21	9:31	9:36	9:48	10:03
AM	10:09	10:24	10:27	10:37	10:47	10:55	11:13
AM	11:18	11:33	11:36	11:46	11:56	12:05	12:22
PM	12:28	12:43	12:46	12:56	1:06	1:15	1:32
PM	1:38	1:54	1:59	2:09	2:19	2:28	2:45
PM	2:50	3:05	3:11	3:21	3:29	3:38	3:55
PM	4:00	4:16	4:21	4:31	4:39	4:48	5:05
PM	5:10	5:26	5:31	5:41	5:47	5:56	6:13
PM	6:18	6:34	6:39	6:47			

Effective Date: November 14, 2011

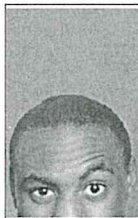
The Clearview route also includes 2 loops off of Clearview Parkway, as follows:

1. from Clearview to West Napoleon, Transcontinental, and Veterans
2. from Clearview to Mound, Elmwood Park Blvd., Citrus, and Edwards to Jefferson

Fecha de vigencia: 14 de Noviembre de 2011

La Ruta: La ruta es desde East Jefferson General Hospital hasta el oeste a lo largo de West Esplanade a Clearview Parkway y luego al sur a lo largo de Clearview a el Yarni Building y Jefferson Highway.

1. Desde Clearview a West Napoleon, Transcontinental, y Veterans
2. Desde Clearview a Mounier, Elmwood Park Blvd., Civic, y Edwards a Jefferson Highway



Follow your instinct:
if something does not look right,
let us know.

Chances are, it's probably nothing ...
but why leave our safety up to chance?



Let's count on each other for a safe ride.

**Huey P. Long - W10**

MONDAY-FRIDAY LINES-VIENNE									
INBOUND/ENTRANTE					OUTBOUND/SALIENTE				
	Workcenter	W/S Elyse Drake	Bridge Gracie	Yards Benito	Bridge Gracie	W/S Elyse Drake	Workcenter		
AM	0:51	0:42	0:51	0:51	0:51	1:11	0:27		
AM	0:41	0:52	0:71	7:15	7:25	7:54	0:34		
AM	7:55	0:06	0:15	0:20	0:35	0:45	0:0		
AM	0:09	0:20	0:20	0:41	0:53	10:02	10:10		
AM	10:23	10:34	10:40	10:55	11:07	11:16	10:14		
PM	11:37	11:48	11:51	12:00	12:31	12:30	11:41		
PM	12:51	1:02	1:11	1:23	1:05	1:44	1:57		
PM	0:10	0:21	0:30	0:40	0:54	3:03	3:11		
PM	3:24	3:35	3:44	3:54	4:00	4:17	3:43		
PM	4:41	4:52	5:01	5:11	5:25	5:34	5:47		
PM	5:53	6:00	0:15	0:23	0:40	0:40	7:02		

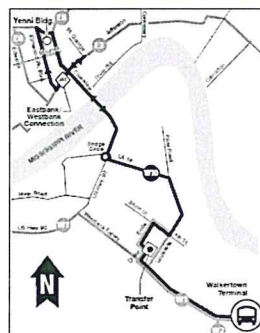
SATURDAY & HOLIDAYS - MONDAY OF VACATION									
INBOUND/ENTRANTE					OUTBOUND/SALIENTE				
	Workcenter	W/S Elyse Drake	Bridge Gracie	Yards Benito	Bridge Gracie	W/S Elyse Drake	Workcenter		
AM	0:29	0:40	0:49	0:53	0:14	0:23	0:31		
AM	0:42	0:53	0:52	0:10	0:27	0:35	0:05		
AM	0:55	0:59	1:01	1:02	1:02	1:10	0:40		
AM	11:08	11:16	11:25	11:40	11:52	12:01	12:14		
PM	12:19	12:30	12:39	12:51	1:03	1:12	1:20		
PM	1:30	1:41	1:50	2:02	2:14	2:23	2:30		
PM	2:41	2:52	3:01	3:13	3:27	3:38	3:44		
PM	3:54	4:05	4:14	4:26	4:40	4:49	5:00		
PM	5:07	5:16	5:27	5:38	5:53	6:02	6:13		
PM	6:25	6:31	6:40	6:53	7:06	7:15	7:25		

Effective Date: August 8, 2015

Route: The Huey P. Long route provides a connection between the Jefferson Transit eastbank and westbank routes. The route stops at the Yenni building on the Eastbank and the Walkertown Terminal on the Westbank.

Electivo: Agosto B, 2019

Ruta: La ruta de Huey P. Long conecta las rutas de eastbank y westbank de Jefferson Transit. La ruta se detiene en el Yenni Building en el Eastbank y la Terminal de Walkertown en el Westbank.



Do you Ride MITS? Try JeT...

JeT buses can take you where you need to go! All JeT buses meet the requirements of the Americans with Disabilities Act (ADA).

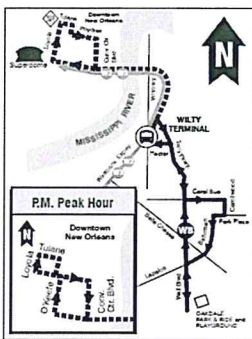
- Lifts for passengers who cannot climb steps
- Talking Bus System - Recorded bus stop announcements to help riders know when they have reached their bus stop
- Driver Assistance as needed
- Priority Seating area for seniors and persons with disabilities located near the driver
- Wheelchair and/or Scooter Seating area near the front of the bus
- ADA Compliant signs, curb ramps, and shelters at bus stops

JeT is cheaper than MITS and there's no need to call ahead!

The one-way base fare for JeT is only 75¢ for riders with a half-fare card or a MITS ID card. The one-way fare for MITS is \$3.00.

For more information or to schedule a demonstration on riding fixed route, call 504-818-1077.

INBOUND / ENTRANTE										OUTBOUND / SALIENTE									
	Lafitte Tulane	Arrive Willy Terminal	Leave Willy Terminal	Terry Flax Caret One	Campwood Park Place	Outside Park & Ride	Terry Flax Caret One	Arrive Willy Terminal	Leave Willy Terminal	Lafitte Tulane									
AM	---	---	5:35	5:44	5:53	6:01	6:11	6:21	6:29	6:35									
AM	---	---	6:05	6:14	6:23	6:31	6:41	6:51	6:59	7:05									
AM	---	---	6:35	6:44	6:53	7:04	7:14	7:24	7:34	7:39									
AM	6:35	6:54	7:09	7:18	7:24	7:38	7:48	7:58	8:08	8:13									
AM	7:05	7:24	7:39	7:48	7:54	8:08	8:18	8:28	8:38	8:43									
AM	8:13	8:31	8:46	8:55	9:01	9:15	9:25	9:35	9:45	9:50									
AM	---	---	9:45	9:53	10:01	10:15	10:25	10:35	10:45	10:50									
AM	---	---	10:45	10:53	11:01	11:15	11:25	11:35	11:45	11:50									
AM	---	---	11:45	11:53	12:01	12:15	12:25	12:35	12:45	12:50									
PM	---	---	12:45	12:53	1:01	1:15	1:25	1:35	1:45	1:50									
PM	---	---	1:45	1:53	2:01	2:15	2:25	2:35	2:45	2:50									
PM	---	---	2:45	2:53	3:01	3:15	3:25	3:35	3:45	3:50									
PM	3:31	3:52	3:52	4:01	4:07	4:21	4:31	4:41	4:51	4:56									
PM	4:05	4:27	4:27	4:36	4:42	4:56	5:06	5:16	5:26	5:31									
PM	4:31	4:52	4:52	5:01	5:07	5:21	5:31	5:41	5:51	5:56									
PM	5:19	5:37	5:37	5:46	5:52	6:06	6:16	6:26	6:36	6:41									
PM	5:51	6:12	6:12	6:21	6:27	6:41	6:51	7:01	7:11	7:16									
PM	6:19	6:37	---	---	---	---	---	---	---	---									
PM	---	---	6:39	6:48	6:54	7:08	7:18	7:28	7:38	7:43									
PM	---	---	7:57	8:06	8:12	8:25	8:35	8:45	8:55	9:00									
PM	From W8	---	---	---	---	---	---	---	---	---									
PM	From W2	---	6:45	6:55	10:21	10:32	10:42	10:52	11:02	11:07									



Route: The Terrytown route travels from the Calais Park and Ride to the Willy Terminal. During peak hours, it also provides service from the Willy Terminal to the New Orleans CBD. It also connects with several RTA routes serving the New Orleans CBD. Please check RTA schedules for more information (www.ortatx.com).

Ruta: La ruta de Terrytown via el Calais Park and Ride a la terminal Willy. Durante las horas de mayor tráfico también provee servicio de la terminal Willy a New Orleans CBD. También se conecta con varias rutas RTA según viaje en New Orleans CBD. Por favor revise al horario RTA para más información (www.ortatx.com).

You are a Key Piece of the Puzzle

Your observations are key to keeping Jefferson Transit safe and secure. If you see something suspicious or out of place report it to a uniformed officer, J&T employees, or call (504) 364-3450, (504) 818-1077 or 911 from a safe distance.

ORCA

The Mobility Impaired Transportation System (MITS) is part of Jefferson Transit. MITS is a shared ride service that provides transportation for persons with disabilities who are unable to use fixed route Jefferson Transit service. MITS provides demand response curb-to-curb next day and up to 7 days in advance service and meets the requirements of the Americans with Disabilities Act (ADA).

Who is Eligible to Ride MITS?

An individual is eligible if he or she has a permanent, temporary, or intermittent disability and if the fixed route bus system cannot provide service to a particular individual for a particular trip.

How Do I Apply to Ride MITS?

For an application, please contact the MITS Office.

MITS, Jefferson Transit Paratransit Service

Operated by Vacile Transportation

118 David St.

Metairie, Louisiana 70003

(Office) 504.889.7155

(TDD) 504.755.6463

How Much Does it Cost to Ride MITS?

A MITS rider pays \$2.00 for each one-way trip. By law, the fare for MITS cannot exceed two times the regular fare for fixed route buses. There is no charge for a personal care attendant traveling with a MITS rider. Guards are charged the same fare as certified MITS riders. Coupon books are available in the MITS Office.

What Area Does MITS Serve?

MITS serves unincorporated Jefferson Parish and a limited area of Orleans Parish. This area includes the Eastbank, all developed areas north of the River Cut-off on the Westbank, and the Lafitte area. Areas served in Orleans Parish include Delgado Community College, the New Orleans Central Business District and the Medical Center/Tube medical complex.

MITS riders can transfer to RTA's paratransit service, known as the LIFT, at the Eastbank or Westbank transfer points. (1) Delgado Community College - Eastbank, (2) Gretna Terminal - Westbank.

MITS es parte del Jefferson Transit. MITS es un servicio de viaje compartido que provee servicio para personas con discapacidades que no pueden usar el servicio regular del Jefferson Transit. MITS ofrece servicio de respuesta a la demanda al día siguiente de ahora o hasta 7 días de antelación y cumple con los requisitos de la Americans with Disabilities Act (ADA).

¿Quién es elegible para usar MITS?

Este servicio está disponible a aquellos que cumplen los criterios descritos en ADA. Sólo son elegibles los individuos que no pueden usar el servicio regular de buses debido a estar impedimentados.

¿Cómo aplico para usar MITS?

Para obtener una aplicación debe comunicarse con la Oficina de MITS.

MITS, Jefferson Transit Paratransit Service

Operado por Vacile Transportation

118 David St.

Metairie, LA 70003

(Oficina) 504.889.7155

(TDD) 504.755.6463

¿Cuánto cuesta usar MITS?

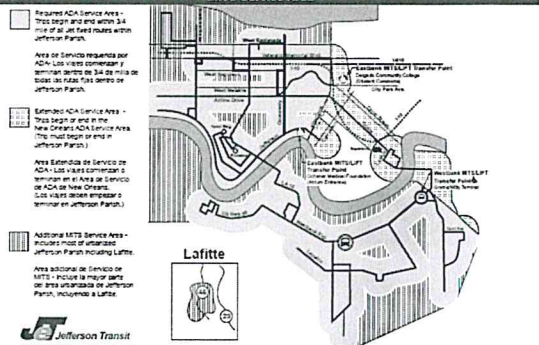
El pasajero de MITS paga \$2.00 por cada viaje en una dirección. Por la ley, la tarifa por MITS no puede ser más que doble la tarifa regular. Si el pasajero necesita un asistente, éste no paga. Cualquier cobro debe pagarse al mismo que el que viaja certificado. Se pueden comprar libretos de cupones en la oficina de MITS.

¿Cuál es el área de servicio de MITS?

MITS opera en el área urbana de Jefferson Parish y un área limitada de Orleans Parish. El área urbana de Jefferson Parish incluye al Eastbank, todas las áreas desarrolladas al norte de River Cut-off en el Westbank y Lafitte. En Orleans Parish opera en Delgado Community College, al CBD de New Orleans y al complejo médico Medical Center/Tube.

Los pasajeros de MITS pueden transferir al servicio de paratransito de RTA, conocido como LIFT, en los lugares de transferencia del Eastbank o Westbank: (1) Delgado Community College-Eastbank, (2) Gretna Terminal-Westbank.

MITS Service Area



Jefferson Transit
MITS Service Area

Avondale - W1

MONDAY-FRIDAY / LUNES-VIERNES									
	Walmart	WS Expy/ Drake	Jamie Blvd.	Capitol Cathedral	Jamie Blvd.	WS Expy/ Drake	Walmart		
AM	6:05	6:20	6:27	6:35	6:43	6:54	7:05		
AM	7:14	7:29	7:36	7:44	7:52	8:03	8:14		
AM	8:23	8:38	8:45	8:53	9:01	9:12	9:23		
AM	9:32	9:47	9:54	10:02	10:10	10:21	10:32		
AM	10:41	10:56	11:03	11:11	11:19	11:30	11:41		
PM	11:50	12:05	12:12	12:20	12:28	12:39	12:50		
PM	12:59	1:14	1:21	1:29	1:37	1:48	1:59		
PM	2:08	2:23	2:30	2:38	2:46	2:57	3:08		
PM	3:17	3:32	3:39	3:47	3:55	4:06	4:17		
PM	4:26	4:41	4:48	4:56	5:04	5:15	5:26		
PM	5:35	5:50	5:57	6:05	6:13	6:24	6:35		
PM	6:44	6:59	7:06	7:14	7:22	7:33	7:44		
SATURDAY & HOLIDAYS / SABADO Y DIAS FERIADOS									
	Walmart	WS Expy/ Drake	Jamie Blvd.	Capitol Cathedral	Jamie Blvd.	WS Expy/ Drake	Walmart		
AM	6:14	7:25	7:36	7:44	7:52	8:03	8:14		
AM	8:19	8:30	8:41	8:49	8:57	9:08	9:19		
AM	9:24	9:35	9:46	9:54	10:02	10:13	10:24		
AM	10:29	10:40	10:51	10:59	11:07	11:18	11:29		
AM	11:34	11:45	11:56	12:04	12:12	12:23	12:34		
PM	12:39	12:50	1:01	1:09	1:17	1:28	1:39		
PM	1:44	1:55	2:06	2:14	2:22	2:33	2:44		
PM	2:49	3:00	3:11	3:19	3:27	3:38	3:49		
PM	3:54	4:05	4:16	4:24	4:32	4:43	4:54		
PM	4:59	5:10	5:21	5:29	5:37	5:48	5:59		
PM	6:04	6:15	6:26	6:34	6:42	6:53	7:04		

Effective Date: August 8, 2015

Route: The Avondale route provides service to parts of Waggaman, Avondale, and Westwego from the Walkertown Terminal. The Walkertown Terminal provides connections to the Huey P. Long and Westbank Expressway routes.

The Avondale Route connects with the Huey P. Long route at Drake and Westbank Expressway.

Efectivo: Agosto 8, 2015

Ruta: La ruta de Avondale provee servicio a partes de Waggaman, Avondale y Westwego desde la terminal de Walkertown. Esta terminal provee conexiones a las rutas de Huey P. Long y Westbank Expressway.

La ruta de Avondale se conecta con la ruta de Huey P. Long en Drake y Westbank Expressway.



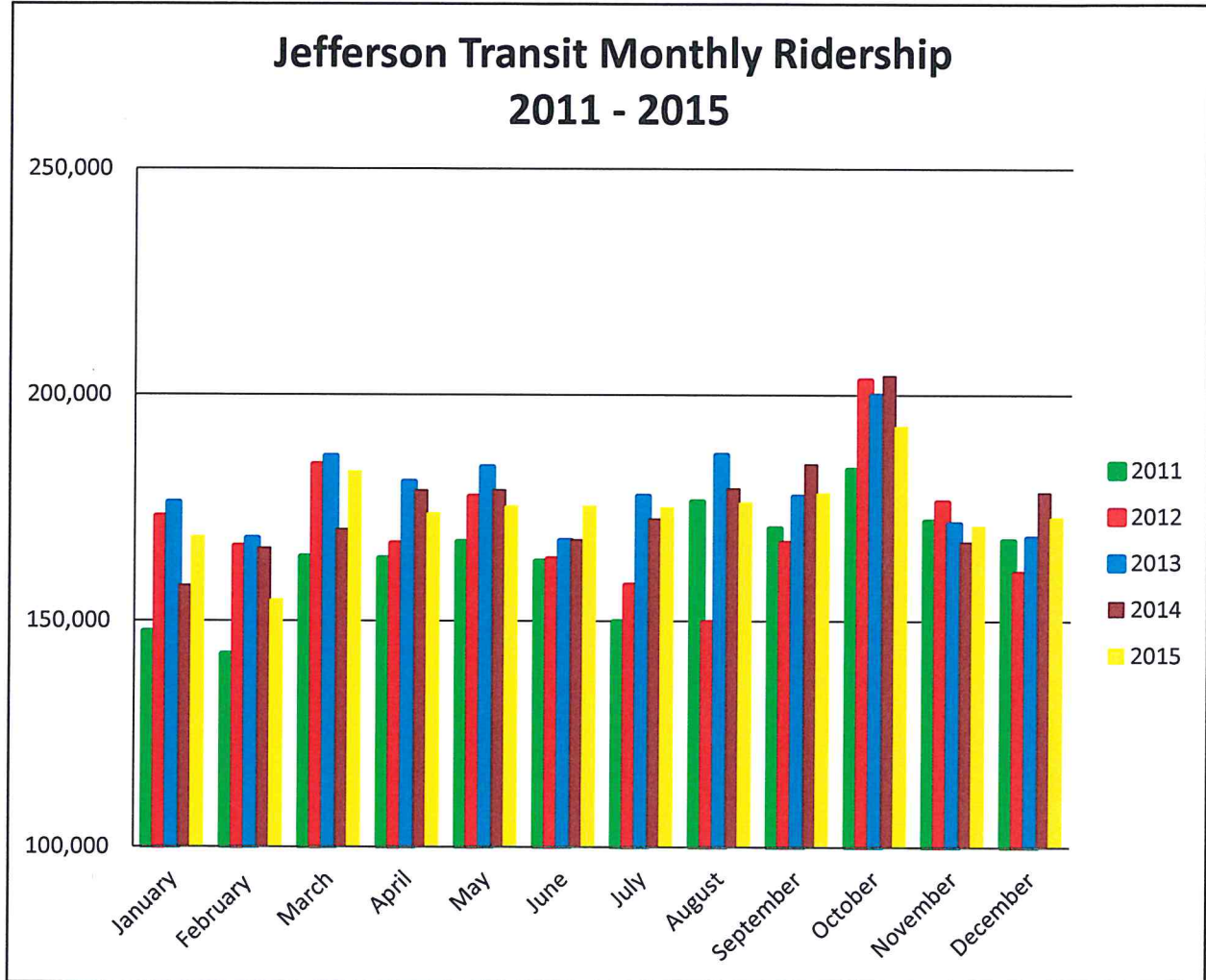
Westbank Expressway - W2

INBOUND/ENTRANTE										OUTBOUND/SALIENTE									
Laurel	Barataria	Armen	Walter	Willy	Armen	Willy	Laurel	Willy	Armen	Walter	Willy	Armen	Walter	Willy	Laurel				
AM	6:05	6:20	6:27	6:35	6:43	6:54	7:05	7:14	7:25	7:36	7:44	7:55	8:06	8:17	8:28				
AM	8:23	8:38	8:45	8:53	9:01	9:12	9:23	9:32	9:43	9:54	10:05	10:16	10:27	10:38	10:49				
AM	10:56	11:11	11:18	11:26	11:34	11:45	11:56	12:07	12:18	12:29	12:40	12:51	13:02	13:13	13:24				
PM	13:32	13:47	13:54	14:02	14:10	14:21	14:32	14:43	14:54	15:05	15:16	15:27	15:38	15:49	16:00				
PM	16:07	16:22	16:29	16:37	16:45	16:56	17:07	17:18	17:29	17:40	17:51	18:02	18:13	18:24	18:35				
PM	18:41	18:56	19:03	19:11	19:19	19:30	19:41	19:52	20:03	20:14	20:25	20:36	20:47	20:58	21:09				
PM	21:13	21:28	21:35	21:43	21:51	22:02	22:13	22:24	22:35	22:46	22:57	23:08	23:19	23:30	23:41				
PM	23:47	24:02	24:09	24:17	24:25	24:36	24:47	24:58	25:09	25:20	25:31	25:42	25:53	26:04	26:15				
PM	26:23	26:38	26:45	26:53	27:01	27:12	27:23	27:34	27:45	27:56	28:07	28:18	28:29	28:40	28:51				
PM	29:03	29:18	29:25	29:33	29:41	29:52	30:03	30:14	30:25	30:36	30:47	30:58	31:09	31:20	31:31				
PM	31:39	31:54	32:01	32:09	32:17	32:28	32:39	32:50	33:01	33:12	33:23	33:34	33:45	33:56	34:07				
PM	34:17	34:32	34:39	34:47	34:55	35:06	35:17	35:28	35:39	35:50	36:01	36:12	36:23	36:34	36:45				
PM	36:55	37:10	37:17	37:25	37:33	37:44	37:55	38:06	38:17	38:28	38:39	38:50	39:01	39:12	39:23				
PM	39:33	39:48	39:55	40:03	40:11	40:22	40:33	40:44	40:55	41:06	41:17	41:28	41:39	41:50	42:01				
PM	42:11	42:26	42:33	42:41	42:49	43:00	43:11	43:22	43:33	43:44	43:55	44:06	44:17	44:28	44:39				
PM	44:49	45:04	45:11	45:19	45:27	45:38	45:49	46:00	46:11	46:22	46:33	46:44	46:55	47:06	47:17				
PM	47:31	47:46	47:53	48:01	48:09	48:20	48:31	48:42	48:53	49:04	49:15	49:26	49:37	49:48	49:59				
PM	50:07	50:22	50:29	50:37	50:45	50:56	51:07	51:18	51:29	51:40	51:51	52:02	52:13	52:24	52:35				
PM	52:57	53:12	53:19	53:27	53:35	53:46	53:57	54:08	54:19	54:30	54:41	54:52	55:03	55:14	55:25				
PM	55:57	56:12	56:19	56:27	56:35	56:46	56:57	57:08	57:19	57:30	57:41	57:52	58:03	58:14	58:25				
PM	58:57	59:12	59:19	59:27	59:35	59:46	59:57	60:08	60:19	60:30	60:41	60:52	61:03	61:14	61:25				
PM	61:57	62:12	62:19	62:27	62:35	62:46	62:57	63:08	63:19	63:30	63:41	63:52	64:03	64:14	64:25				
PM	64:57	65:12	65:19	65:27	65:35	65:46	65:57	66:08	66:19	66:30	66:41	66:52	67:03	67:14	67:25				
PM	67:57	68:12	68:19	68:27	68:35	68:46	68:57	69:08	69:19	69:30	69:41	69:52	70:03	70:14	70:25				
PM	70:57	71:12	71:19	71:27	71:35	71:46	71:57	72:08	72:19	72:30	72:41	72:52	73:03	73:14	73:25				
PM	73:57	74:12	74:19	74:27	74:35	74:46	74:57	75:08	75:19	75:30	75:41	75:52	76:03	76:14	76:25				
PM	76:57	77:12	77:19	77:27	77:35	77:46	77:57	78:08	78:19	78:30	78:41	78:52	79:03	79:14	79:25				
PM	79:57	80:12	80:19	80:27	80:35	80:46	80:57	81:08	81:19	81:30	81:41	81:52	82:03	82:14	82:25				
PM	82:57	83:12	83:19	83:27	83:35	83:46	83:57	84:08	84:19	84:30	84:41	84:52	85:03	85:14	85:25				
PM	85:57	86:12	86:19	86:27	86:35	86:46	86:57	87:08	87:19	87:30	87:41	87:52	88:03	88:14	88:25				
PM	88:57	89:12	89:19	89:27	89:35	89:46	89:57	90:08	90:19	90:30	90:41	90:52	91:03	91:14	91:25				
PM	91:57	92:12	92:19	92:27	92:35	92:46	92:57	93:08	93:19	93:30	93:41	93:52	94:03	94:14	94:25				
PM	94:57	95:12	95:19	95:27	95:35	95:46	95:57	96:08	96:19	96:30	96:41	96:52	97:03	97:14	97:25				
PM	97:57	98:12	98:19	98:27	98:35	98:46	98:57	99:08	99:19	99:30	99:41	99:52	100:03	100:14	100:25				
PM	100:57	101:12	101:19	101:27	101:35	101:46	101:57	102:08	102:19	102:30	102:41	102:52	103:03	103:14	103:25				
PM	103:57	104:12	104:19	104:27	104:35	104:46	104:57	105:08	105:19	105:30	105:41	105:52	106:03	106:14	106:25				
PM	106:57	107:12	107:19	107:27	107:35	107:46	107:57	108:08	108:19	108:30	108:41	108:52	109:03	109:14	109:25				
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PM	115:57	116:12	116:19	116:27	116:35	116:46	116:57	117:08	117:19	117:30	117:41	117:52	118:03	118:14	118:25				
PM	118:57	119:12	119:19	119:27	119:35	119:46	119:57	120:08	120:19	120:30	120:41	120:52	121:03	121:14	121:25				
PM	121:57	122:12	122:19	122:27	122:35	122:46	122:57	123:08	123:19	123:30	123:41	123:52	124:03	124:14	124:25				
PM	124:57	125:12	125:19	125:27	125:35	125:46	125:57	126:08	126:19	126:30	126:41	126:52	127:03	127:14	127:25				
PM	127:57	128:12	128:19	128:27	128:35	128:46	128:57	129:08	129:19	129:30	129:41	129:52	130:03	130:14	130:25				
PM	130:57	131:12	131:19	131:27	131:35	131:46	131:57	132:08	132:19	132:30	132:41	132:52	133:03	133:14	133:25				
PM	133:57	134:12	134:19	134:27	134:35	134:46	134:57	135:08	135:19	135:30	135:41	135:52	136:03	136:14	136:25				
PM	136:57	137:12	137:19	137:27	137:35	137:46	137:57	138:08	138:19	138:30	138:41	138:52	139:03	139:14	139:25				
PM	139:57	140:12	140:19	140:27	140:35	140:46	140:57	141:08	141:19	141:30	141:41	141:52	142:03	142:14	142:25				
PM	142:57	143:12	143:19	143:27	143:35	143:46	143:57	144:08	144:19	144:30	144:41	144:52	145:03	145:14	145:25				
PM	145:57	146:12	146:19	146:27	146:35	146:46	146:57	147:08	147:19	147:30	147:41	147:52	148:03	148:14	148:25				
PM	148:57	149:12	149:19	149:27	149:35	149:46	149:57	150:08	150:19	150:30	150:41	150:52	151:03	151:14	151:25				
PM	151:57	152:12	152:19	152:27	152:35	152:46	152:57	153:08	153:19	153:30	153:41	153:52	154:03	154:14	154:25				
PM	154:57	155:12	155:19	155:27	155:35	155:46	155:57	156:08	156:19	156:30	156:41	156:52	157:03	157:14	157:25				
PM	157:57	158:12	158:19	158:27	158:35	158:46	158:57	159:08	159:19	159:30	159:41	159:52	160:03	160:14	160:25				
PM	160:57	161:12	161:19	161:27	161:35	161:46	161:57	162:08	162:19	162:30	162:41	162:52	163:03	163:14	163:25				
PM	163:57	164:12	164:19	164:27	164:35	164:46	164:57	165:08	165:19	165:30	165:41	165:52	166:03	166:14	166:25				
PM	166:57	167:12	167:19	167:27	167:35	167:46	167:57	168:08	168:19	168:30	168:41	168:52	169:03	169:14	169:25				
PM	169:57	170:12	170:19	170:27	170:35	170:46	170:57	171:08	171:19	171:30	171:41	171:52	172:03	172:14	172:25				
PM	172:57	173:12	173:19	173:27	173:35	173:46	173:57	174:08	174:19	174:30	174:41	174:52	175:03	175:14	175:25				
PM	175:57	176:12	176:19	176:27	176:35	176:46	176:57	177:08	177:19	177:30	177:41	177:52	178:03	178:14	178:25				
PM	178:57	179:12	179:19	179:27	179:35	179:46	179:57	180:08	180:19	180:30	180:41	180:52	181:03	181:14	181:25				
PM	181:57	182:12	182:19	182:27	182:35	182:46	182:57	183:08	183:19	183:30	183:41	183:52	184:03	184:14	184:25				
PM	184:57	185:12	185:19	185:27	185:35	185:46	185:57	186:08	186:19	186:30	186:41	186:52	187:03	187:14	187:25				
PM	187:57	188:12	188:19	188:27	188:35	188:46	188:57	189:08	189:19	189:30	189:41	189:52	190:03	190:14	190:25				
PM	190:57	191:12	191:19	191:27	191:35	191:46	191:57	192:08	192:19	192:30	192:41	192:52	193:03	193:14	193:25				
PM	193:57	194:12	194:19	194:27	194:35	194:46	194:57	195:08	195:19	195:30	195:41	195:52	196:03	196:14	196:25				
PM	196:57	197:12	197:19	197:27	197:35	197:46	197:57	198:08	198:19	198:30	198:41	198:52	199:03	199:14	199:25				
PM	199:57	200:12	200:19	200:27	200:35	200:46	200:57	201:08	201:19	201:30	201:41	201:52	202:03	202:14	202:25				
PM	202:57	203:12	203:19	203:27	203:35	203:46	203:57	204:08	204:19	204:30	204:41	204:52	205:03	205:14	205:25				
PM	205:57	206:12	206:19	206:27	206:35	206:46	206:57	207:08	207:19	207:30	207:41	207:52	208:03	208:14	208:25				
PM	208:57	209:12	209:19	209:27	209:35	209:46	209:57	210:08	210:19	210:30	210:41	210:52	211:03	211:14	211:25				
PM	211:57	212:12	212:19	212:27	212:35	212:46	212:57	213:08	213:19	213:30	213:41	213:52	214:03	214:14	214:25				
PM	214:57	215:12	215:19	215:27	215:35	215:46	215:57	216:08	216:19	216:30	216:41	216:52	217:03	217:14</					

Pertains to Scope A

ATTACHMENT "O"

2015 PERFORMANCE INDICATORS



Jefferson Transit 2015														
Monthly Ridership by Line														
JeT Routes	January	February	March	April	May	June	July	August	September	October	November	December	Total	Avg Mo
E1 Veterans	42,501	37,097	44,043	41,759	42,655	42,390	42,315	42,291	42,896	45,978	41,019	41,836	506,780	42,232
E2 Airport	28,674	26,567	31,369	29,147	29,162	28,621	29,999	30,386	30,727	32,480	28,677	28,594	354,403	29,534
E3 Kenner Local	23,099	21,815	25,923	24,014	24,152	24,022	23,441	23,504	24,486	26,367	23,371	24,012	288,206	24,017
E4 Metairie Road	1,626	1,566	1,810	1,832	1,692	2,020	2,038	1,824	1,951	2,154	1,766	1,761	22,040	1,837
E5 Causeway	6,199	5,678	6,760	6,935	6,841	7,068	6,818	6,302	6,434	7,213	6,296	6,137	78,681	6,557
E8 Clearview	2,515	2,240	2,759	2,656	2,630	2,854	2,724	2,749	2,795	2,885	2,594	2,776	32,177	2,681
Eastbank Total	104,614	94,963	112,664	106,343	107,132	106,975	107,335	107,056	109,289	117,077	103,723	105,116	1,282,287	106,857
W1 Avondale	2,658	2,617	3,167	2,259	2,298	2,221	2,272	2,568	2,536	2,749	2,221	2,212	29,778	2,482
W2 Westbank Expy	22,964	20,663	24,658	23,073	23,107	23,734	23,707	23,641	23,331	26,743	23,977	23,356	282,954	23,580
W3 Lapalco	25,624	23,508	26,246	25,918	26,191	25,740	25,041	25,410	25,790	28,562	24,533	25,352	307,915	25,660
W6 Gretna Local				375	629	778	907	1,049	1,093	1,110	1,006	1,031	7,978	886
W8 Terrytown	8,058	8,027	10,548	10,524	10,285	10,833	10,617	10,341	10,733	10,989	9,749	9,828	120,532	10,044
W10 Huey P. Long	2,771	2,624	2,950	3,260	3,004	3,118	3,151	3,626	3,378	3,638	3,284	3,723	38,527	3,211
WSL Sunday Loop	1,873	2,227	2,688	1,996	2,692	1,959	1,960	2,474	2,084	2,097	2,527	2,259	26,836	2,236
Westbank Total	63,948	59,666	70,257	67,405	68,206	68,383	67,655	69,109	68,945	75,888	67,297	67,761	814,520	68,098
System Total	168,562	154,629	182,921	173,748	175,338	175,358	174,990	176,165	178,234	192,965	171,020	172,877	2,096,807	174,956

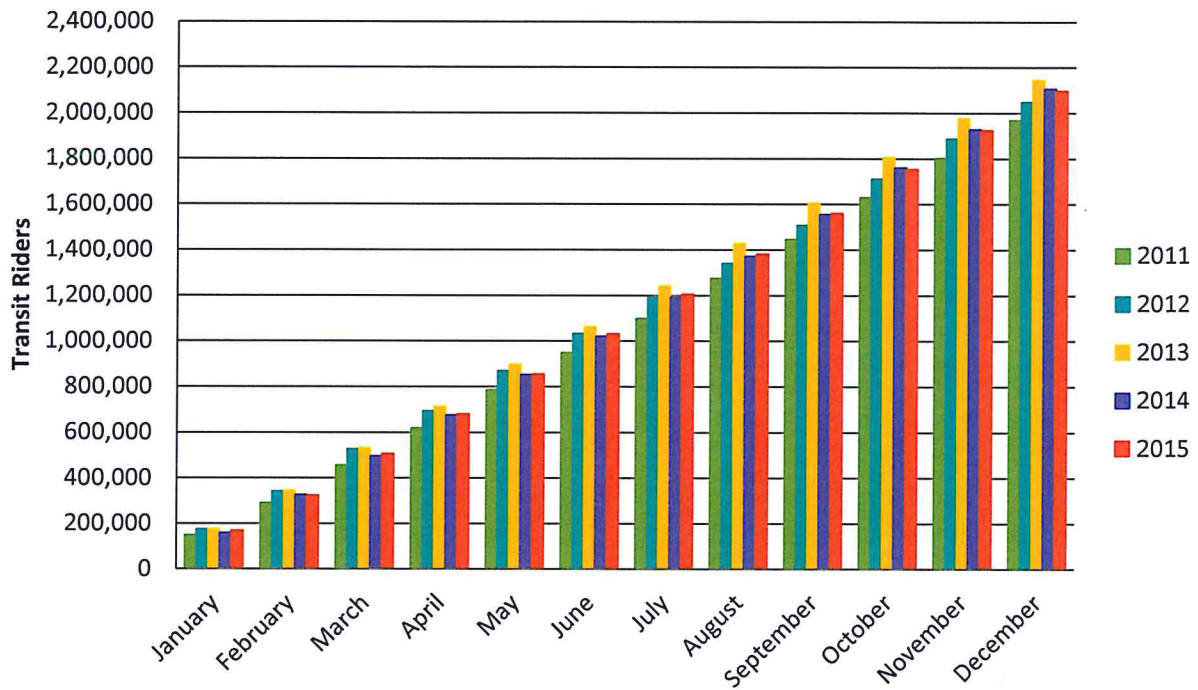
Jefferson Transit 2015														
Average Weekday Ridership by Line														
JeT Routes	January	February	March	April	May	June	July	August*	September	October	November	December		Avg Mo
E1 Veterans*	1,637	1,618	1,660	1,619	1,622	1,628	1,581	1,604	1,657	1,715	1,652	1,543		1,628
E2 Airport	1,159	1,126	1,224	1,178	1,155	1,134	1,161	1,208	1,243	1,286	1,228	1,116		1,185
E3 Kenner Local	936	922	1,004	969	965	954	905	941	1,004	1,035	1,001	944		965
E4 Metairie Road*	81	82	82	87	81	92	93	87	93	98	88	80		87
E5 Causeway*	261	267	281	295	291	293	277	270	282	299	287	252		280
E8 Clearview*	126	118	125	126	125	130	124	131	133	131	130	126		127
Eastbank Total	4,201	4,134	4,376	4,274	4,239	4,230	4,141	4,240	4,411	4,564	4,387	4,062		4,272
W1 Avondale*	133	138	144	108	109	101	103	113	109	116	102	92		114
W2 Westbank Expy**	985	992	1,032	979	981	990	962	1,006	995	1,094	1,070	953		1,003
W3 Lapalco**	1,062	1,096	1,073	1,080	1,083	1,047	1,000	1,076	1,083	1,149	1,097	1,040		1,074
W6 Gretna Local***	--	--	--	18	30	35	41	50	52	50	50	47		42
W8 Terrytown*	403	422	479	501	490	492	483	492	511	500	487	447		476
W10 Huey P. Long*	139	146	134	155	143	142	143	161	149	144	154	159		147
Westbank Total	2,721	2,794	2,862	2,840	2,836	2,808	2,732	2,900	2,899	3,053	2,962	2,737		2,856
System Total	6,922	6,928	7,239	7,114	7,074	7,038	6,873	7,140	7,310	7,617	7,348	6,799		7,127

*no service on Mardi Gras Day

**in service but missing ridership data for Mardi Gras Day

***operating effective April 6, 2015

Jefferson Transit Year-to-Date Ridership, 2011 - 2015



Jefferson Transit Ridership Change in Year-to-Date Ridership by Line, December 2014 and December 2015						
	YTD December 2014		YTD December 2015		YTD Change	
	Riders	% JeT Total	Riders	% JeT Total	Change	% Change
Veterans (E1)	526,617	25%	506,780	24%	-19,837	-4%
Airport (E2)	350,864	17%	354,403	17%	3,539	1%
Kenner Local (E3)	307,290	15%	288,206	14%	-19,084	-6%
Metairie Road (E4)	23,126	1%	22,040	1%	-1,086	-5%
Causeway (E5)	81,743	4%	78,681	4%	-3,062	-4%
Clearview (E8)	31,543	1%	32,177	2%	634	2%
Eastbank Total	1,321,183	63%	1,282,287	61%	-38,896	-3%
Avondale (W1)	31,288	1%	29,778	1%	-1,510	-5%
Westbank Expressway (W2)	279,238	13%	282,954	13%	3,716	1%
Lapalco (W3)	298,359	14%	307,915	15%	9,556	3%
Gretna Local (W6)	--	--	7,978	0%	--	--
Terrytown (W8)	117,418	6%	120,532	6%	3,114	3%
Huey P. Long (W10)	33,727	2%	38,527	2%	4,800	14%
Sunday Loop (WSL)	25,151	1%	26,836	1%	1,685	7%
Westbank Total	785,181	37%	814,520	39%	29,339	4%
Systemwide Totals	2,106,364	100%	2,096,807	100%	-9,557	-0.45%

JeT Ridership - Comparison of Changes 2014 - 2015

Monthly Ridership, 2014 - 2015						
	2014 Ridership	Weekdays 2014	2015 Ridership	Weekdays 2015	# Change	% Change
January	157,812	21	168,562	20	10,750	6.81%
February	166,081	20	154,629	20	-11,452	-6.90%
March	170,249	20	182,921	22	12,672	7.44%
April	178,871	21	173,748	21	-5,123	-2.86%
May	178,904	22	175,338	21	-3,566	-1.99%
June	167,929	21	175,358	22	7,429	4.42%
July	172,534	22	174,990	21	2,456	1.42%
August	179,284	21	176,165	21	-3,119	-1.74%
September	184,636	21	178,234	21	-6,402	-3.47%
October	204,215	23	192,965	23	-11,250	-5.51%
November	167,431	19	171,020	20	3,589	2.14%
December*	178,418	22	172,877	22	-5,541	-3.11%
TOTAL	2,106,364	253	2,096,807	254	-9,557	-0.45%

Average Weekday Ridership, 2014 - 2015				
	2014	2015	2014 - 2015 Ridership Changes	
	Average Weekday Ridership	Average Weekday Ridership	# Change	% Change
January	6,249	6,922	673	10.77%
February**	7,201	6,928	-273	-3.79%
March	7,103	7,239	135	1.90%
April	7,283	7,114	-168	-2.31%
May	7,047	7,074	27	0.39%
June	6,929	7,038	109	1.58%
July	6,765	6,873	108	1.60%
August	7,290	7,140	-150	-2.06%
September	7,664	7,310	-354	-4.62%
October***	7,899	7,617	-282	-3.57%
November	7,315	7,348	34	0.46%
December*	7,116	6,799	-317	-4.45%

* NOTE: E1 Veterans route had extended holiday service Dec 20-24, 2014, totaling 40.4 extra hours.

**NOTE: average weekday ridership calculated ONLY for E2 Airport and E3 Kenner Local on Mardi Gras Day (Feb 17, 2015).

***NOTE: Bus 502 on W10 HPL route was not probed Oct 2, 2015.

Comparison of 2014 and 2015 Statistics -- Monthly and Year-to-Date (YTD) for December

Performance Indicators	JeT Systemwide				JeT Eastbank Summary				JeT Westbank Summary			
	Dec14	Dec15	YTD 14	YTD 15	Dec14	Dec15	YTD 14	YTD 15	Dec14	Dec15	YTD 14	YTD 15
Miles	126,626	128,632	1,460,984	1,487,251	74,454	72,733	857,715	850,943	52,172	55,899	603,269	636,308
Hours	8,491	9,056	97,832	101,783	5,056	5,159	58,108	58,736	3,435	3,896	39,724	43,047
Passengers	178,418	172,877	2,106,364	2,096,807	112,159	105,116	1,321,183	1,282,287	66,259	67,761	785,181	814,520
Cost	\$909,613	\$884,831	\$10,530,880	\$10,479,785	\$540,284	\$538,383	\$6,209,378	\$6,164,646	\$367,096	\$406,568	\$4,244,928	\$4,516,248
Farebox Revenue	\$268,448	\$272,147	\$3,263,762	\$3,236,543	\$159,864	\$158,002	\$1,931,094	\$1,887,959	\$108,584	\$114,145	\$1,332,668	\$1,348,584
Cost over Farebox Revenue	\$641,165	\$612,683	\$7,267,118	\$7,243,242	\$380,420	\$380,381	\$4,278,284	\$4,276,687	\$258,512	\$292,423	\$2,912,260	\$3,167,664
% of Cost Recovered from Farebox	29.51%	30.76%	30.99%	30.88%	29.59%	29.35%	31.10%	30.63%	29.58%	28.08%	31.39%	29.86%
Passengers per Hour	21.01	19.09	21.53	20.60	22.18	20.37	22.74	21.83	19.29	17.39	19.77	18.92
Cost per Hour	\$107.12	\$97.71	\$107.64	\$102.96	\$106.86	\$104.35	\$106.86	\$104.96	\$106.86	\$104.35	\$106.86	\$104.91
Cost per Passenger	\$5.10	\$5.12	\$5.00	\$5.00	\$4.82	\$5.12	\$4.70	\$4.81	\$5.54	\$6.00	\$5.41	\$5.54
Farebox Revenue per Hour	\$31.61	\$30.05	\$33.36	\$31.80	\$31.62	\$30.62	\$33.23	\$32.14	\$31.61	\$29.30	\$33.55	\$31.33
Farebox Revenue per Passenger	\$1.50	\$1.57	\$1.55	\$1.54	\$1.43	\$1.50	\$1.46	\$1.47	\$1.64	\$1.68	\$1.70	\$1.66
Cost over Farebox Revenue per Hour	\$75.51	\$67.66	\$74.28	\$71.16	\$75.24	\$73.73	\$73.63	\$72.81	\$75.25	\$75.05	\$73.31	\$73.59
Cost over Farebox Revenue per Passenger	\$3.59	\$3.54	\$3.45	\$3.45	\$3.39	\$3.62	\$3.24	\$3.34	\$3.90	\$4.32	\$3.71	\$3.89

Notes:

Farebox Revenue totals for JeT systemwide, Eastbank Summary, Westbank Summary include revenues from VIP passes, tokens, and miscellaneous not shown in the detail reports for each route.

2014 Systemwide total expenses include fuel adjustment of \$93,076.03 (fixed route).

2015 Systemwide total expenses include fuel adjustment of \$-201,108.80 YTD (fixed route).

Comparison of 2014 and 2015 Statistics – Monthly and Year-to-Date (YTD) for December by Route (Eastbank)

	\$716,576.89	\$531,302.33	\$390,923.56	27235.18	78700.43								
Performance Indicators	E1 Veterans				E2 Airport				E3 Kenner Local				
	Dec14	Dec15	YTD 14	YTD 15	Dec14	Dec15	YTD 14	YTD 15	Dec14	Dec15	YTD 14	YTD 15	
Miles	18,551	19,520	209,429	213,492	19,086	18,212	222,062	219,782	23,300	21,484	270,791	261,937	
Hours	1,372	1,475	15,469	16,033	1,287	1,291	14,939	14,972	1,313	1,307	15,235	15,238	
Passengers	45,423	41,836	526,617	506,780	30,049	28,594	350,864	354,403	25,678	24,012	307,290	288,206	
Cost	\$146,623	\$153,958	\$1,653,028	\$1,682,458	\$137,540	\$134,726	\$1,596,349	\$1,571,538	\$140,275	\$136,344	\$1,627,991	\$1,599,423	
Farebox Revenue	\$64,611	\$59,442	\$745,966	\$716,577	\$44,885	\$42,757	\$520,540	\$531,302	\$34,391	\$32,854	\$415,796	\$390,924	
Cost over Farebox Revenue	\$82,012	\$94,516	\$907,062	\$965,882	\$92,654	\$91,969	\$1,075,809	\$1,040,235	\$105,884	\$103,490	\$1,212,195	\$1,208,499	
% of Cost Recovered from Farebox	44.07%	38.61%	45.13%	42.59%	32.63%	31.74%	32.61%	33.81%	24.52%	24.10%	25.54%	24.44%	
Passengers per Hour	33.10	28.36	34.04	31.61	23.35	22.15	23.49	23.67	19.56	18.38	20.17	18.91	
Cost per Hour	\$106.86	\$104.35	\$106.86	\$104.94	\$106.86	\$104.35	\$106.86	\$104.96	\$106.86	\$104.35	\$106.86	\$104.96	
Cost per Passenger	\$3.23	\$3.68	\$3.14	\$3.32	\$4.58	\$4.71	\$4.55	\$4.43	\$5.46	\$5.68	\$5.30	\$5.55	
Farebox Revenue per Hour	\$47.09	\$40.29	\$48.22	\$44.69	\$34.87	\$33.12	\$34.85	\$35.49	\$26.20	\$25.14	\$27.29	\$25.65	
Farebox Revenue per Passenger	\$1.42	\$1.42	\$1.42	\$1.41	\$1.49	\$1.50	\$1.48	\$1.50	\$1.34	\$1.37	\$1.35	\$1.36	
Cost over Farebox Revenue per Hour	\$59.77	\$64.06	\$58.64	\$60.24	\$71.99	\$71.23	\$72.01	\$69.48	\$80.66	\$79.21	\$79.57	\$79.31	
Cost over Farebox Revenue per Passenger	\$1.81	\$2.26	\$1.72	\$1.91	\$3.08	\$3.22	\$3.07	\$2.94	\$4.12	\$4.31	\$3.94	\$4.19	
Performance Indicators	E4 Metairie Road				E5 Causeway				E8 Clearview				
	Dec14	Dec15	YTD 14	YTD 15	Dec14	Dec15	YTD 14	YTD 15	Dec14	Dec15	YTD 14	YTD 15	
Miles	3,432	3,256	39,394	38,444	6,543	6,543	75,369	75,531	3,542	3,718	40,670	41,757	
Hours	290	290	3,333	3,340	503	503	5,796	5,808	290	293	3,335	3,346	
Passengers	1,738	1,761	23,126	22,040	6,385	6,137	81,743	78,681	2,886	2,776	31,543	32,177	
Cost	\$31,032	\$30,303	\$356,207	\$350,508	\$53,783	\$52,519	\$619,403	\$609,563	\$31,032	\$30,533	\$356,399	\$351,155	
Farebox Revenue	\$2,160	\$2,198	\$28,783	\$27,235	\$6,479	\$5,881	\$79,374	\$78,700	\$2,967	\$2,790	\$32,738	\$32,856	
Cost over Farebox Revenue	\$28,873	\$28,106	\$327,424	\$323,273	\$47,303	\$46,638	\$540,030	\$530,863	\$28,065	\$27,743	\$323,662	\$318,300	
% of Cost Recovered from Farebox	6.96%	7.25%	8.08%	7.77%	12.05%	11.20%	12.81%	12.91%	9.56%	9.14%	9.19%	9.36%	
Passengers per Hour	5.98	6.06	6.94	6.60	12.69	12.19	14.10	13.55	9.94	9.49	9.46	9.62	
Cost per Hour	\$106.86	\$104.35	\$106.86	\$104.96	\$106.86	\$104.35	\$106.86	\$104.96	\$106.86	\$104.35	\$106.86	\$104.95	
Cost per Passenger	\$17.86	\$17.21	\$15.40	\$15.90	\$8.42	\$8.56	\$7.58	\$7.75	\$10.75	\$11.00	\$11.30	\$10.91	
Farebox Revenue per Hour	\$7.44	\$7.57	\$8.63	\$8.16	\$12.87	\$11.69	\$13.69	\$13.55	\$10.22	\$9.53	\$9.82	\$9.82	
Farebox Revenue per Passenger	\$1.24	\$1.25	\$1.24	\$1.24	\$1.01	\$0.96	\$0.97	\$1.00	\$1.03	\$1.00	\$1.04	\$1.02	
Cost over Farebox Revenue per Hour	\$99.42	\$96.78	\$98.23	\$96.80	\$93.99	\$92.66	\$93.17	\$91.41	\$96.64	\$94.82	\$97.04	\$95.13	
Cost over Farebox Revenue per Passenger	\$16.61	\$15.96	\$14.16	\$14.67	\$7.41	\$7.60	\$6.61	\$6.75	\$9.72	\$9.99	\$10.26	\$9.89	

Comparison of 2014 and 2015 Statistics – Monthly and Year-to-Date (YTD) for September by Route (Westbank)												
	\$37,578.04	\$428,798.86	\$487,232.99	\$0.00	47029.34	6679.84	51537.26					
Performance Indicators	W1 Avondale				W2 Westbank Expressway				W3 Lapa/co			
	Dec14	Dec15	YTD 14	YTD 15	Dec14	Dec15	YTD 14	YTD 15	Dec14	Dec15	YTD 14	YTD 15
Miles	5,940	6,452	68,224	70,420	14,232	14,820	164,298	163,409	17,332	16,091	200,119	195,703
Hours	317	383	3,638	3,954	1,020	1,055	11,774	11,981	1,109	1,117	12,811	12,837
Passengers	2,676	2,212	31,288	29,778	23,150	23,356	279,238	282,954	25,272	25,352	298,359	307,915
Cost	\$33,853	\$39,914	\$388,778	\$414,826	\$108,987	\$110,100	\$1,258,170	\$1,257,449	\$118,550	\$116,507	\$1,368,962	\$1,347,377
Farebox Revenue	\$3,527	\$3,155	\$42,030	\$37,578	\$35,066	\$35,280	\$426,446	\$428,799	\$42,573	\$39,341	\$487,887	\$487,233
Cost over Farebox Revenue	\$30,326	\$36,759	\$346,748	\$377,250	\$73,921	\$74,820	\$831,723	\$828,650	\$75,978	\$77,165	\$881,075	\$860,145
% of Cost Recovered from Farebox	10.42%	7.90%	10.81%	9.06%	32.17%	32.04%	33.89%	34.10%	35.91%	33.77%	35.64%	36.16%
Passengers per Hour	8.45	5.78	8.60	7.53	22.70	22.14	23.72	23.62	22.78	22.71	23.29	23.99
Cost per Hour	\$106.86	\$104.35	\$106.86	\$104.91	\$106.86	\$104.35	\$106.86	\$104.95	\$106.86	\$104.35	\$106.86	\$104.96
Cost per Passenger	\$12.65	\$18.04	\$12.43	\$13.93	\$4.71	\$4.71	\$4.51	\$4.44	\$4.69	\$4.60	\$4.59	\$4.38
Farebox Revenue per Hour	\$11.13	\$8.25	\$11.55	\$9.50	\$34.38	\$33.44	\$36.22	\$35.79	\$38.37	\$35.24	\$38.08	\$37.96
Farebox Revenue per Passenger	\$1.32	\$1.43	\$1.34	\$1.26	\$1.51	\$1.51	\$1.53	\$1.52	\$1.68	\$1.55	\$1.64	\$1.58
Cost over Farebox Revenue per Hour	\$95.73	\$96.10	\$95.31	\$95.40	\$72.48	\$70.91	\$70.64	\$69.16	\$68.49	\$69.11	\$68.78	\$67.01
Cost over Farebox Revenue per Passenger	\$11.33	\$16.62	\$11.08	\$12.67	\$3.19	\$3.20	\$2.98	\$2.93	\$3.01	\$3.04	\$2.95	\$2.79
Performance Indicators	W6 Gretna Local				W8 Terrytown				W10 Huey P Long			
	Dec14	Dec15	YTD 14	YTD 15	Dec14	Dec15	YTD 14	YTD 15	Dec14	Dec15	YTD 14	YTD 15
Miles	--	3,322	--	29,946	8,030	7,722	92,166	93,985	5,170	5,980	59,378	63,449
Hours	--	288	--	2,489	576	576	6,615	6,576	317	379	3,638	3,947
Passengers	--	1,031	--	7,978	9,856	9,828	117,418	120,532	3,211	3,723	33,727	38,527
Cost	--	\$30,074	--	\$259,727	\$61,594	\$60,147	\$706,858	\$690,196	\$33,853	\$39,559	\$388,799	\$414,032
Farebox Revenue	--	\$901	--	\$6,880	\$14,778	\$14,900	\$174,597	\$179,164	\$4,438	\$4,740	\$49,588	\$51,537
Cost over Farebox Revenue	--	\$29,173	--	\$252,847	\$46,816	\$45,247	\$532,261	\$511,032	\$29,415	\$34,819	\$339,211	\$362,495
% of Cost Recovered from Farebox	--	3.00%	--	2.65%	23.99%	24.77%	24.70%	25.96%	13.11%	11.98%	12.75%	12.45%
Passengers per Hour	--	3.58	--	3.21	17.10	17.05	17.75	18.33	10.14	9.82	9.27	9.76
Cost per Hour	--	\$104.35	--	\$104.35	\$106.86	\$104.35	\$106.86	\$104.96	\$106.86	\$104.35	\$106.86	\$104.91
Cost per Passenger	--	\$29.17	--	\$32.56	\$6.25	\$6.12	\$6.02	\$5.73	\$10.54	\$10.63	\$11.53	\$10.75
Farebox Revenue per Hour	--	\$3.13	--	\$2.76	\$25.64	\$25.85	\$26.39	\$27.25	\$14.01	\$12.50	\$13.63	\$13.06
Farebox Revenue per Passenger	--	\$0.87	--	\$0.86	\$1.50	\$1.52	\$1.49	\$1.49	\$1.38	\$1.27	\$1.47	\$1.34
Cost over Farebox Revenue per Hour	--	\$101.22	--	\$101.59	\$81.22	\$78.50	\$80.47	\$77.71	\$92.85	\$91.85	\$93.23	\$91.85
Cost over Farebox Revenue per Passenger	--	\$28.30	--	\$31.69	\$4.75	\$4.60	\$4.53	\$4.24	\$9.16	\$9.35	\$10.06	\$9.41
Performance Indicators	WSL Sunday Loop											
	Dec14	Dec15	YTD 14	YTD 15								
Miles	1,468	1,512	19,084	19,396								
Hours	96	98	1,248	1,264								
Passengers	2,094	2,259	25,151	26,836								
Cost	\$10,259	\$10,268	\$133,361	\$132,640								
Farebox Revenue	\$3,832	\$3,747	\$44,223	\$47,029								
Cost over Farebox Revenue	\$6,426	\$6,521	\$89,138	\$85,610								
% of Cost Recovered from Farebox	37.36%	36.49%	33.16%	35.46%								
Passengers per Hour	21.81	22.96	20.15	21.24								
Cost per Hour	\$106.86	\$104.35	\$106.86	\$104.97								
Cost per Passenger	\$4.90	\$4.55	\$5.30	\$4.94								
Farebox Revenue per Hour	\$39.92	\$38.08	\$35.44	\$37.22								
Farebox Revenue per Passenger	\$1.83	\$1.66	\$1.76	\$1.75								
Cost over Farebox Revenue per Hour	\$66.94	\$66.27	\$71.42	\$67.75								
Cost over Farebox Revenue per Passenger	\$3.07	\$2.89	\$3.54	\$3.19								

**Jefferson Transit 2015
Bike Rack and Lift Usage**

Jet Systemwide Bike Rack Usage, 2015																
	E-1	E-2	E-3	E-4	E-5	E-8	EB Sub-Total	W-1	W-2	W-3	W-6	W-8	W-10	WSL	WB Sub-Total	Total
January	770	682	422	3	146	67	2090	41	390	573		116	122	58	1300	3,390
February	572	650	481	6	149	61	1919	39	340	500		99	164	45	1187	3,106
March	682	713	574	10	147	47	2173	57	387	538		131	194	43	1350	3,523
April	636	734	520	24	132	69	2115	58	443	624	3	125	124	33	1410	3,525
May	697	731	602	19	155	77	2281	57	615	604	20	169	226	67	1758	4,039
June	659	786	628	25	203	81	2382	83	703	644	1	152	210	45	1838	4,220
July	680	779	617	20	128	89	2313	101	709	810	17	201	197	92	2127	4,440
August	848	886	679	25	100	82	2620	91	680	682	15	200	220	124	2012	4,632
September	768	948	805	17	110	88	2736	99	718	656	17	174	180	81	1925	4,661
October	820	839	683	18	113	81	2554	101	781	777	25	163	248	76	2171	4,725
November	605	666	542	24	108	73	2018	87	659	651	15	214	188	94	1908	3,926
December	650	665	574	22	126	58	2095	96	661	641	10	137	200	90	1835	3,930
YTD Total	8,387	9,079	7,127	213	1,617	873	27,296	910	7,086	7,700	123	1,881	2,273	848	20,821	48,117
2015 YTD Monthly Average	699	757	594	18	135	73	2275	76	591	642	14	157	189	71	1739	4,013
2014 YTD Monthly Average	796	721	582	10	140	59	2309	75	474	599	--	111	123	65	1446	3,755

Jet Systemwide Wheelchair Lift Usage, 2015																
	E-1	E-2	E-3	E-4	E-5	E-8	EB Sub-Total	W-1	W-2	W-3	W-6	W-8	W-10	WSL	WB Sub-Total	Total
January	33	29	42	3	10	32	149	5	66	57		17	16	3	164	313
February	19	36	47	2	21	11	136	3	39	39		13	12	1	107	243
March	24	28	59	0	10	20	141	3	54	36		4	25	1	123	264
April	31	41	52	0	22	20	166	2	77	57	1	29	13	1	180	346
May	21	35	53	1	24	25	159	12	126	29	5	9	44	13	238	397
June	31	48	29	4	28	35	175	8	122	62	7	12	24	1	236	411
July	45	43	32	0	18	16	154	10	139	58	4	15	23	2	251	405
August	36	42	35	0	11	21	145	15	118	69	10	22	20	4	258	403
September	55	32	42	8	19	22	178	11	143	62	6	19	16	12	269	447
October	37	24	47	0	17	34	159	7	189	87	15	10	7	13	328	487
November	16	18	18	1	11	22	86	3	186	105	11	10	8	4	327	413
December	27	11	23	2	8	21	92	9	186	55	7	19	20	17	313	405
YTD Total	375	387	479	21	199	279	1,740	88	1,445	716	66	179	228	72	2,794	4,534
2015 YTD Monthly Average	31	32	40	2	17	23	145	7	120	60	7	15	19	6	235	380
2014 YTD Monthly Average	30	46	76	1	18	13	184	6	60	43	--	12	8	5	133	317

Systemwide Total - Bike Rack	
Total December 2014	3,646
Total December 2015	3,930
YTD Total December 2014	45,060
YTD Total December 2015	48,117
YTD Avg 2014	3,755
YTD Avg 2015	4,013

Systemwide Total - Chair Lift	
Total December 2014	317
Total December 2015	405
YTD Total December 2014	3,803
YTD Total December 2015	4,534
YTD Avg 2014	317
YTD Avg 2015	380

Jefferson Transit
2014-2015 On-Time Performance

2014													
	January	February	March	April	May	June	July	August	September	October	November	December	Avg by Route
Westbank													
Avondale	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	93.33%	98.33%	100.00%	100.00%	100.00%	96.67%	99.03%
Westbank Expressway	98.06%	94.17%	97.09%	91.26%	94.17%	95.15%	92.23%	94.17%	92.23%	97.09%	91.59%	93.20%	94.20%
Lapalco	99.07%	92.52%	92.52%	98.13%	94.39%	93.46%	94.39%	97.20%	97.20%	96.26%	95.28%	97.20%	95.64%
Terrytown	99.21%	98.43%	100.00%	98.43%	99.21%	98.43%	98.43%	99.21%	97.68%	99.21%	98.33%	98.43%	98.75%
Huey P.Long	100.00%	98.33%	100.00%	98.33%	95.00%	98.33%	98.33%	95.00%	98.35%	100.00%	100.00%	93.33%	97.92%
Sunday Loop	100.00%	92.31%	92.31%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	76.92%	100.00%	100.00%	96.80%
Eastbank													
Veterans	90.97%	91.67%	90.28%	90.97%	91.67%	90.97%	93.75%	88.19%	84.03%	89.58%	90.97%	72.22%	88.77%
Airport	94.37%	92.64%	90.91%	90.04%	97.84%	96.54%	96.10%	93.07%	85.28%	94.37%	95.67%	92.64%	93.29%
Kenner Local	93.20%	93.88%	90.48%	91.16%	91.16%	91.16%	87.76%	87.76%	74.15%	61.22%	74.83%	71.43%	84.02%
Metairie Road	99.12%	93.86%	90.35%	97.37%	100.00%	100.00%	100.00%	99.12%	99.12%	97.37%	100.00%	94.74%	97.59%
Causeway	92.79%	99.10%	98.20%	90.99%	98.20%	93.69%	96.40%	96.40%	90.99%	89.19%	89.19%	98.20%	94.45%
Clearview	90.74%	70.37%	81.48%	85.19%	90.74%	87.04%	81.48%	50.00%	87.04%	53.70%	59.26%	33.33%	72.53%
Monthly Average	95.75%	93.36%	92.77%	90.02%	90%	94.77%	94.41%	92.37%	90.61%	88.70%	88.70%	86.63%	91.51%
2015													
	January	February	March	April	May	June	July	August	September	October	November	December	Avg by Route
Westbank													
Avondale	96.67%	100.00%	96.67%	98.33%	96.67%	96.67%	98.33%	98.33%	100.00%	100.00%	100.00%	100.00%	98.47%
Westbank Expressway	98.06%	98.06%	88.35%	96.12%	95.15%	95.15%	96.12%	100.00%	96.12%	96.12%	91.26%	99.03%	95.79%
Lapalco	95.33%	95.33%	89.72%	93.12%	92.52%	92.52%	88.79%	94.07%	94.39%	94.39%	85.05%	98.79%	92.84%
Gretna Local*	--	--	--	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.26%	99.26%	100.00%	99.84%
Terrytown	96.06%	96.06%	93.76%	96.85%	92.91%	92.91%	98.43%	100.00%	99.21%	99.21%	98.43%	99.21%	96.92%
Huey P.Long	99.33%	100.00%	95.00%	100.00%	95.00%	95.00%	98.33%	100.00%	100.00%	93.33%	96.67%	98.33%	97.58%
Sunday Loop	100.00%	100.00%	84.62%	100.00%	100.00%	100.00%	84.62%	92.31%	100.00%	92.31%	100.00%	100.00%	96.16%
Eastbank													
Veterans	84.72%	69.44%	84.72%	89.58%	93.75%	91.67%	91.67%	76.39%	83.33%	83.33%	90.28%	75.00%	84.49%
Airport	95.24%	83.55%	95.72%	89.18%	84.85%	92.64%	92.64%	80.09%	90.04%	90.04%	86.58%	88.31%	89.07%
Kenner Local	76.87%	74.15%	76.87%	72.79%	72.11%	82.31%	82.31%	92.52%	87.76%	87.76%	97.16%	88.44%	82.59%
Metairie Road	99.12%	99.12%	99.12%	100.00%	100.00%	100.00%	100.00%	97.37%	92.11%	92.11%	100.00%	94.74%	97.81%
Causeway	87.39%	86.49%	87.39%	91.89%	98.20%	100.00%	100.00%	96.40%	100.00%	100.00%	100.00%	100.00%	95.65%
Clearview	64.81%	42.59%	64.81%	50.00%	25.93%	81.48%	81.48%	75.53%	75.93%	75.93%	74.67%	75.93%	65.76%

Fixed-Route Service Requests - 2014 & 2015

		Eastbank																												
		Clearview - Saturday		Clearview - Sunday		Airport to CBD - Saturday		Airport to CBD - Sunday		Metairie Road - Saturday		Metairie Road - Sunday		Causeway - Sunday		Increase Service Frequency (list route)		Extend Service Hours (list route)**												
2014 Total By Route		30		0		12		9		0		0		32		9		2												
2015		Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Detail										
January		9	0	0	0	7	0	4	0	0	0	0	0	0	0	0	0	0	0											
February		5	0	0	0	3	0	0	0	0	0	0	0	6	0	0	0	0	0											
March		9	0	0	0	3	0	4	0	0	0	0	0	0	0	0	0	0	0											
April		3	0	0	0	4	0	5	0	0	0	0	0	5	0	0	0	0	0											
May		9	0	0	0	3	0	4	0	0	0	0	0	0	0	0	0	0	0											
June		9	0	0	0	3	0	4	0	0	0	0	0	0	0	0	0	0	0											
July		9	0	0	0	3	0	4	0	0	0	0	0	0	0	0	0	0	0											
August		9	0	0	0	7	0	0	0	0	0	0	0	0	1	0	0	0	0											
September		3	0	0	0	15	0	0	0	0	0	0	0	0	0	0	0	0	0											
October		9	0	0	0	15	0	0	0	0	0	0	0	6	0	0	0	0	0											
November		2	0	0	0	0	0	0	0	0	0	0	0	7	0	0	0	0	0											
December		6	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0											
YTD by Method		82	0	0	0	63	0	25	0	0	0	0	0	28	1	0	0	0	0											
YTD by Route		82	0	0	0	63	0	25	0	0	0	0	0	29	0	0	0	0	0											
Totals 2014 & 2015		112		0		75		34		0		0		61		9		2												
		Westbank																												
		Avondale - Saturday		Avondale - Sunday		Lapalco - Sunday		WB Expy - Sunday		Terrytown - Saturday		Terrytown - Sunday		Gretne Local		Belle Chasse		Avondale Shipyards		Peters Road		Huey P Long - Saturday Service		Huey P Long - Sunday Service		Increase Service Frequency (list route)		Extend Service Hours (list route)**		
2014 Total By Route		68		0		0		4		51		0		11		0		3		11		16		0		30		0		
2015		Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Phone	Email	Detail		
January		7	0	0	0	0	0	6	0	4	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	7	0	0	expand WB service to include holidays	
February		2	0	0	0	0	0	6	0	4	0	0	0	8	0	0	0	0	0	2	0	2	0	0	0	9	0	0	request for WB Terrytown service on holidays	
March		11	0	0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0	2	0	5	0	0	0	4	0	0		
April		3	0	0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0	2	0	5	0	0	0	4	0	0		
May		11	0	0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0	2	0	5	0	0	0	0	0	0		
June		11	0	0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0	2	0	5	0	0	0	7	0	0		
July		9	0	0	0	0	0	7	0	7	0	0	0	0	3	0	0	0	0	2	0	7	0	0	0	0	0	0		
August		0	0	0	0	0	0	8	0	16	3	0	1	0	0	5	2	0	0	3	0	0	0	0	0	9	0	7	0	
September		0	0	0	0	0	0	13	0	15	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	6	0	
October		0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0		
November		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
December		0	0	0	0	0	0	0	0	9	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0		
YTD by Method		54	0	0	0	0	0	42	0	83	3	0	1	8	0	16	2	0	2	16	0	31	0	0	0	40	0	22	0	
YTD by Route		54	0	0	0	0	0	42	0	86	1	0	0	8	0	16	2	0	2	16	0	31	0	0	0	40	0	22	0	
Totals 2014 & 2015		122		0		0		46		137		1		19		16		5		27		47		0		70		22		

Jefferson Transit - 2015 Service Complaints and Compliments

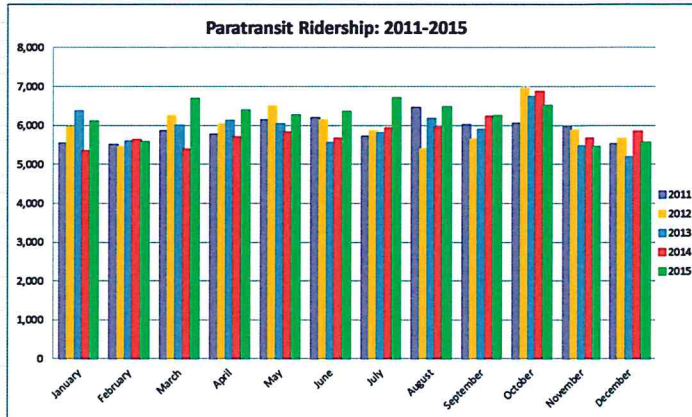
Complaints				Compliments			
	Phone	E-Mail	Notes	Response	Phone	E-Mail	Notes
January	7	4	1) W2 consistently late in the mornings; 2) E2 running late; 3) poor service with late buses, esp. the WSL route; 4) E1 failed to wait for NORTA transfers; 5) no W1 service on MLK holiday; 6) indecent exposure incident aboard W2 bus; 7) W1 failed to stop for passenger; 8) W2 failed to stop for passenger; 9) W8 bus improperly used shoulder to navigate traffic on GNO bridge; 10) missed connection/late bus on E2 route; 11) E3 bus failed to pickup riders and made obscene gesture	1) video shows delays due to heavy traffic in H.O.V lane; 2) bus involved in the accident at the airport; 3) no action required; 4) no note; 5) holiday service was announced prior to holiday; 6) cooperated w authorities during investigation, suspect arrested by JPSO; 7) no note; 8) passenger faced away from bus, did not indicate intent to board; 9) operator will be disciplined for transgressing lane boundaries; 10) rider misinformed about E2 timetable; 11) footage shows the passengers tried to board between stops and driver made no obscene gesture - driver was encouraged to accommodate riders between stops when safe/convenient at non-peak hours	0	0	
February	3	2	1) Jefferson Transit driver operating bus #5861 (J415) blatantly ran a red light; 2) passenger passed up at stop after waiting for late W3 Lapalco bus; 3) motorist stated that bus bench on Apache and Manhattan is obstructing view of drivers turning onto Manhattan; 4) bus driver (J420) passed passenger while he was standing at Walkertown; 5) commute to bus stop from Timberlane Village is now too lengthy	1) unsubstantiated; 2) no note; 3) no note; 4) investigation shows passenger was not at the Walkertown Terminal when Operator Higgins loaded the passengers; 5) apologized to rider for inconvenience, also informed rider that the Belle Chasse route is tentatively being considered for reinstatement as funding allows	1	0	"The bus driver came back to my room after getting off from work and brought me a big bag of beads, and other throws. I thought that was so nice of her. I really appreciated that. I just wanted to let management know how helpful Toya was."
March	9	4	1) late E2 bus; 2) late E3 bus; 3) excessive emissions from MITS vehicle; 4) Westbank passenger passed up at stop after waiting for late W3 Lapalco bus; 5) motorist stated that bus bench on Apache and Manhattan is obstructing view of drivers turning onto Manhattan; 6) bus driver (J420) passed passenger while he was standing at Walkertown; 7) W3 rider passed by bus at stop; 8) late E3 buses and rude operators; 9) misinformation given by E2 bus driver; 10) W1 bus driver passed stop without picking up riders; 11) rude E2 driver; 12) W1 and W10 buses are causing ground to shake; 13) driver refused to help passenger board	1) ongoing road work; 2) ongoing road work; 3) among vehicles to be replaced; 4) ongoing road work; 5) video determined claim unsubstantiated; 6) video determined claim unsubstantiated; 7) driver apologized after supervisor review; 8) video determined claim unsubstantiated; 9) passenger mistook out-of-service bus for operating bus; 10) driver was in training, not operating bus for service; 11) driver was reprimanded; 12) drivers will be more mindful, no manmade solution; 13) driver to be reprimanded	1	0	kudos to JeT for very conveniently located and newly replaced bus stop at Ochsner
April	5	1	1) rude W3 driver; 2) aggressive interaction with W3 driver; 3) missed connection from E4 bus to E5 bus; 4) inconsistent luggage policy, rude driver on W3 route; 5) unsafe disembark points at JeT stops; 6) MITS driver (J630) was rude, blocked traffic unnecessarily	1) video determined claim unsubstantiated; 2) driver was not rude, properly implemented safe procedure re: rider luggage; 3) driver was unaware of passenger's transfer; 4) driver followed protocol, was not overly rude; 5) drivers must allow passengers to ride around route until riders feel safe to exit; 6) no note	0	0	
May	8	1	1) buses speeding in neighborhood; 2) dispatcher not answering phone; 3) rude driver; 4) excessive emissions from MITS vehicle; 5) driver used bad road etiquette; 6) missed MITS bus connection; 7) late buses on the Eastbank; 8) failed to secure MITS reservation; 9) late E3 bus	1) operators were issued warnings; 2) customer was contacted; 3) operator disciplined; 4) vehicle pulled from service; 5) operator disciplined; 6) rider was a no-show; 7) specific bus was 4 minutes behind schedule; 8) no MITS reservations available; 9) behind schedule	0	0	
June	2	3	1) late weekend bus; 2) rude MITS dispatcher; 3) bus running behind schedule; 4) full trash receptacle on E1 route; 5) MITS bus emitting excessive exhaust fumes	1) passenger did not respond to follow-up call; 2) review determined dispatcher was cordial, not rude; 3) bus J409 stuck in traffic; 4) no note; 5) no note	0	0	
July	4	2	1) late E2 bus; 2) late E3 bus; 3) early W3 bus; 4) rude operator; 5) operator blocking driveway; 6) operator rude to cyclist	1) late due to heavy traffic; 2) late due to heavy traffic; 3) bus was early; 4) review indicated operator was not rude; 5) complaint unfounded; 6) review indicated operator was not rude	0	2	1) operator alerted motorist to potential mechanical danger; 2) very helpful and considerate E2 driver
August	1	6	1) homeless man taking over bus stop; 2) driver did not give passenger correct information; 3) rude driver; 4) driver running early; 5) rude MITS dispatcher; 6) driver blocking exit ramp on I-10; 7) bus running ahead of schedule	1) Mr. Terry was told to vacate bus stop location; 2) supervisor gave correct information; 3) operator disciplined; 4) operator did not run early; 5) dispatcher did not have a nasty attitude; 6) operator disciplined; 7) operator did not run early	0	1	compliments for implementing Saturday service on W1 Avondale and W10 HPL routes
September	2	5	1) operator passed up passenger; 2) bus running ahead of schedule; 3) mechanical problems aboard bus; 4) buses running very late; 5) buses running behind schedule; 6) rude bus operator; 7) operator merged in unsafe manner	1) operator was disciplined; 2) operator disciplined for running ahead of schedule; 3) lighting problem repaired; 4) late due to traffic and bus breakdown; 5) late due to traffic, train crossing and school zones; 6) video reviewed, operator not rude to passengers; 7) video review shows safe operation of vehicle in question	0	0	
October	5	6	1) rude operator; 2) operator made unsafe lane change; 3) bus running late; 4) bus running late; 5) bus running late; 6) unsavory activities around bus shelter; 7) MITS operator driving in bike lane; 8) MITS operator arrived too early; 9) rude W3 operator; 10) unsafe E2 operator; 11) late W3 bus	1) operator disciplined; 2) operator disciplined; 3) operator disciplined; 4) operator disciplined; 5) operator disciplined; 6) no note; 7) no note; 8) no note; 9) no note; 10) no note; 11) no note	0	1	rider very pleased with overall service received
November	2	5	1) bus left early; 2) bus did not wait for passenger; 3) rude operator; 4) A/C caused passenger discomfort; 5) rude operator; 6) E2 buses running late; 7) unsafe E8 operator	1) bus was one minute late, not early; 2) operator forgot to wait for passenger; 3) operator disciplined; 4) mechanical issues, bus was taken out of service; 5) operator disciplined; 6) heavy traffic and road work caused delays; 7) no note	0	1	rider commended operator Eric Smith for his courtesy and professionalism
December	2	3	1) trash at bus stop on Jeff Highway; 2) buses speeding in neighborhood; 3) rude operator; 4) seating removed from bus stop; 5) rude operator	1) Parish personnel cleaned site; 2) general manager spoke with operators; 3) video review shows driver was not rude; 4) no note; 5) no note	0	1	Operator Jones complimented on a job well done
YTD TOTALS	50	42			2	6	

Paratransit Service (MITS) Performance Indicators, December 2015

Performance Indicators	Dec 2014	Dec 2015	YTD 14	YTD 15
Service Miles	29,864	31,202	350,783	391,304
Service Hours	3,003	2,791	34,525	35,422
Passengers	5,835	5,544	69,943	74,260
Cost	\$240,928	\$202,985	\$2,846,097	\$2,792,126
Revenue	\$20,997	\$18,897	\$238,848	\$250,980
Cost over Farebox Revenue	\$219,931	\$184,088	\$2,607,249	\$2,541,146
% of Cost Recovered from Farebox	8.72%	9.31%	8.39%	8.99%
Passengers per Hour	1.94	1.99	2.03	2.10
Cost per Hour	\$80.22	\$72.72	\$82.44	\$78.83
Cost per Passenger	\$41.29	\$36.61	\$40.69	\$37.60
Farebox Revenue per Hour	\$6.99	\$6.77	\$6.92	\$7.09
Farebox Revenue per Passenger	\$3.60	\$3.41	\$3.41	\$3.38
Cost over Farebox Revenue per Hour	\$73.23	\$65.95	\$75.52	\$71.74
Cost over Farebox Revenue per Passenger	\$37.69	\$33.20	\$37.28	\$34.22

*2014 year-end systemwide expenses include fuel adjustment fees of \$516.29.

*2015 year-end systemwide expenses include fuel adjustment fees of \$-75,544.87 YTD.



Month	Denials ¹	% Denials	Refusals ²	% Refusals	30 Minute Window ³	45 Minute Window ⁴
January	235	3.85%	61	1.00%	76.3%	97.1%
February	206	3.69%	51	0.91%	72.6%	96.1%
March	241	3.60%	73	1.09%	74.4%	94.2%
April	159	2.49%	72	1.13%	69.6%	94.1%
May	216	3.45%	48	0.77%	72.7%	94.1%
June	195	3.08%	45	0.71%	71.9%	94.2%
July	274	4.09%	58	0.87%	69.1%	94.1%
August	247	3.82%	59	0.91%	67.2%	95.8%
September	302	4.84%	68	1.09%	69.8%	96.1%
October	237	3.64%	51	0.78%	67.3%	96.8%
November	121	2.22%	46	0.84%	63.7%	96.8%
December	204	3.68%	51	0.92%	68.4%	96.8%
Total	2637		683			
Monthly Average	220	3.54%	57	0.92%	70.2%	95.5%

1 Denials includes only capacity denials within 3/4 mile ADA service area.

2 Refusals includes riders who refused trip offered within the 1-hour window (before/after requested arrival time)

3 The 30 minute window is 15 minutes before or after scheduled arrival time.

4 The 45 minute window includes trips arriving before scheduled time and no later than 15 minutes after arrival.

	Passenger Trips	Service Hours
December 2014	5,835	3,003
December 2015	5,544	2,791
YTD December 14	69,943	34,525
YTD December 15	74,260	35,422

Pertains to Scope A

ATTACHMENT "P"

MITs RIDER GUIDE

Contacts/Telephone Numbers

MITs-Jefferson Transit Paratransit Service

Operated by Veolia Transportation

118 David Drive

Metairie, Louisiana 70003

504/889-7155 (Office)

504/889-7156 (Scheduling)

504/889-7194 (for cancellations, will calls,
and scheduling questions)

504/736-8483 (TDD)

Jefferson Transit Administration

Ryan Brown, Transit Director

21 Westbank Expressway

Gretna, LA 70053

504/364-3450

Jefferson Transit Fixed Route Bus Service

Operated by Veolia Transportation

504/818-1077

LIFT/Dial-A-Ride Paratransit Service

Operated by Regional Transit Authority in

Orleans Parish, Louisiana

504/827-7433

River Parishes Transit Authority (RPTA)

Operated by Veolia Transportation and provides a
regional transit service covering St. Charles, St.
James, and St. John the Baptist Parishes that also
connects with some JeT stops in Kenner.

985-651-1141 or 1-877-651-1171

Jefferson Transit MITs

Mobility Impaired Transportation Service

2014 Rider Guide

Available in alternate formats or languages
upon request.



Effective Date: July 2012

Jefferson Transit MITS 2014 Rider Guide

Table of Contents

Introduction	1
I. MITS Rider Information.....	3
II. MITS Eligibility and Application Process	17
III. Jefferson Transit Suspension and Permanent Disqualification Policies and Complaint Procedures.....	23
 MITS Service Area Map	 14

lent, seriously disruptive, or illegal conduct.

An individual who was suspended for violations of MITS rider policies *is eligible* for interim MITS service if an appeal letter is submitted to the Administrative Director within 45 days of notification.

Complaint Procedure

Call MITS Manager at 889-7155

Make sure to have the following information ready when making a complaint about scheduling: date, time, trip number, and date and time the request was made. All dispatch dialogue is tape recorded.

Transit Advisory Board

JeT's Transit Advisory Board (TAB) is composed of representatives of each member of the Jefferson Parish Council and the Parish President. In order to contact a member of the TAB please call the Transit Administration Office at 504-364-3450.

ence of a Parish Attorney or his/her designee. The hearing shall be held within twenty (20) working days after the Board's receipt of the appeal, and the Appeal Board will make a decision and notify the appellant of its decision within ten (10) working days after the hearing.

The Jefferson Transit Appeal Board decision will serve as the final administrative authority.

Submit the written appeal to:

Chairperson
Jefferson Transit Appeal Board
c/o Office for Citizens with Disabilities
1221 Elmwood Park Blvd, Suite 210
Harahan, LA 70123

MITS Service During the Appeal Process

If a decision has not been made within thirty (30) working days of the completion of the appeal process, the MITS Director will permit the individual to ride until a final decision is reached.

An individual who applied for MITS and was denied eligibility is *not* permitted to ride MITS during the appeal process, nor is an individual who was refused service for vio-

WELCOME

Americans with Disabilities Act (ADA) paratransit service is curb-to-curb, shared-ride transportation for individuals whose functional limitations or health conditions prevent them from using the Jefferson Transit (JeT) bus system (also referred to as fixed route). This guide is designed to help you understand the Paratransit service (MITS) and your responsibilities while using it. MITS does not provide emergency medical transportation. Please call 911 if you have a medical emergency

Introduction

The MITS Rider Guide describes who is eligible to ride MITS, how to apply for the service, as well as policies, procedures, and rules for the use of MITS service. The guide will answer most questions about the MITS service. All MITS riders should review the guide carefully and refer to it whenever questions arise. For additional information, please contact the MITS Office at (504) 889-7155. Alternate versions of this guide can be obtained online at www.jeffersontransit.org or by calling the MITS Office.

The Mobility Impaired Transit System,

known as MITS, is part of Jefferson Transit, the Jefferson Parish public bus service, and provides transportation for persons with disabilities who are unable to use fixed route Jefferson Transit service. The fixed route service has designated bus stops at regular 2-block intervals along specific routes, while MITS service is curb-to-curb and demand responsive.

The Americans with Disabilities Act (ADA) was written to ensure that persons with disabilities are able to use the same public transportation service available to the general public. The MITS service, also known as paratransit service, is designed to meet the requirements of the ADA. LIFT/Dial-A-Ride is a comparable paratransit service operated by the Regional Transit Authority in Orleans Parish.

Jefferson Parish has purchased new equipment and improved its fixed route bus service so that everyone, including persons with disabilities, can use the fixed route Jefferson Transit buses. With these improvements, many persons with disabilities no longer require or qualify for MITS service. The ADA requires that paratransit service be provided for persons who cannot use fixed route service. In order to comply with the ADA, MITS service is available during the same hours

deemed necessary, and notify the individual in writing of the basis of the determination within ten (10) working days of the receipt of the appeal.

The written notification will include the procedures for the next step in the appeal process.

Submit the written appeal to:

Administrative Director
Office for Citizens With Disabilities
1221 Elmwood Park Blvd., Suite 210
Jefferson, LA 70123

STEP 2:

Appeal to the Jefferson Transit Appeal Board

An individual may appeal the Administrative Director's decision to the Jefferson Transit Appeal Board.

The individual must send a copy of the MITS Director's action, along with the written findings of the Transit Director, to the Chairperson of the **Jefferson Transit Appeal Board within ten (10) working days of receipt of the Administrative Director's decision.**

The Appeal Board will schedule a hearing to listen to both sides of the case in the pres-

ing action and the procedures which can be followed to appeal the decision. The rider will be given an opportunity to be heard and can present situational information and arguments. This opportunity is extended for 10 days after the rider receives the notice. Accessible formats will be provided as appropriate.

An individual who wishes to contest the decision of the MITS Director has sixty (60) calendar days to file a written appeal with the Jefferson Parish Administrative Director. **The appeal must be submitted in writing.** As part of the written appeal, the individual may request to be heard in person.

The individual making an appeal has the right to be heard in person and may be represented by an individual of his or her choice. The appellant may request and receive an Americans With Disabilities Act Accommodation, if requested, for his/her appearance at a requested hearing.

The Administrative Director will make a complete investigation of the reasons for the action, consult with the Parish Attorney and Certified Rehabilitation Counselors if

and within the same areas where fixed route service is available.

I. MITS Rider Information

Service Area

The federally mandated ADA service area includes the area within $\frac{3}{4}$ of a mile on either side of a JeT bus route in urbanized Jefferson Parish and a limited area of Orleans Parish. As capacity constraints allow, MITS will travel in Jefferson Parish beyond the $\frac{3}{4}$ mile ADA service area. The ADA mandated service area is shown on page 15.

MITS riders can transfer to RTA's paratransit service, known as the LIFT or Dial-a-Ride, at the designated transfer points: (1) Eastbank - Delgado Community College and Oschner Back Atrium Area (2) Westbank - Gretna/Willy Terminal. Please refer to the transfer trip section of this guide (page 7) for more information. You may call 889-7156 for information about a specific pick-up/destination.

Service Days and Hours

MITS service is available seven days a week between 6 AM and 9 PM. In addition, taxi service and lift-equipped ADA accessible bus service is available before 6 AM and af-

ter 9 PM seven days a week for individuals traveling within $\frac{3}{4}$ mile of a fixed route bus line. The requested trip before or after regular MITS service hours must fall within the time period when fixed route service is available for each particular bus line. Contact the MITS Office for specific details.

One Way Trip Fares

(Prices are subject to change)

Certified MITS Riders	Cash \$3.00
Guests	Cash \$3.00
Personal Assistants	No Charge

Exact fare is required upon boarding. Ride coupons can be purchased by calling MITS at 889-7155.

To Make a Reservation

Call (504) 889-7156 between 8:00 AM – 5:00 PM daily. Ride requests may be made up to one week in advance. Next day service can only be guaranteed for trips that initiate and end in the $\frac{3}{4}$ mile ADA service area. Due to call volume, the reservationist can only book one day's reservations per conversation.

When you call, please have a paper, pencil, and the following information available:

- Your first and last name.

The Administrative Director and members of the Jefferson Transit Appeal Board are not directly involved in the individual certification process or in individual suspension of service or refusal of service.

The Jefferson Transit Appeal Board is a five member board with representation as follows:

- One Current MITS rider
- One Transit staff person with knowledge of Federal ADA Paratransit Criteria and Service and Fixed Route Service systems
- One Transit Advisory Board Member
- One Office for Citizens with Disabilities specialist
- Jefferson Parish Human Services Authority staff member or Louisiana Rehabilitation Service Counselor/Manager familiar with different types of disabilities and associated mobility impairments.

The two-step appeal process is as follows:

STEP 1:

Appeal to the Administrative Director

When an individual is denied ADA paratransit eligibility, suspended from MITS service, or refused service, the MITS Director will notify that person in writing of the reasons for tak-

The first three offenses will be deleted from the Riders record one year from the date of each individual offense. The 4th offense, resulting in permanent disqualification, will only be revoked pending an appeal process if requested. Riders will receive a written notification of their suspension.

MITS Appeal Process

The appeal process is designed for:

- individuals denied eligibility for MITS during the application process
- certified riders suspended for violation of MITS policies
- certified riders refused service because of violent, seriously disruptive, or illegal conduct
- certified riders who have an unresolved complaint regarding the use of MITS

The MITS Manager and the MITS staff are employees of Veolia Transportation. The MITS Manager is responsible for processing certification for MITS riders based on federally mandated eligibility criteria. The MITS Manager is also responsible for suspending or refusing service based on non-compliance with MITS rider rules and safety/security criteria.

- If you'll be traveling with an assistant, guest (including children), or service animal.
- The date of your requested trip. □
- Your preferred pick-up and return times. Allow plenty of time to get to and from your destination.
- Your origin and destination addresses and phone numbers at those locations (including building name, specific drop-off and pick-up information. If a medical appointment, include the name of the doctor and the suite number.)
- Agency sponsoring the ride, if any.
- If you or anyone accompanying you will be traveling with a wheelchair, scooter, or other equipment.
- Any other information the driver should know to help you travel.

The reservationist will search for an available space **up to one hour on either side of the pick-up time you request**. If space exists, you will be offered a "ready time".

When space is not available at the time you want, and an alternative day or time cannot be negotiated, your trip may be denied. Please remember that this is a shared-ride service and allow plenty of time to get to and from your destination.

There are no restrictions on the types of trips riders make. All requests for trips are accepted and handled on a first-come, first-served basis.

Standing Rides/Subscription Service

Subscription reservations are offered on a limited basis for trips that recur weekly at the same time to and from the same addresses. Federal law limits subscription rides to no more than half of all rides scheduled in any given time period. With this understanding, you are welcome to place a subscription ride request with the MITS administrator.

Trip Cancellation

To cancel a trip call (504) 889-7194.

The **Cancel Line is open 24 hours**. The minimum cancellation notice required is **2 hours**. If less than 2 hours notice is given, it will be considered a "no-show."

Preventing No-Shows

It is the goal of Jefferson Transit MITS to always connect with passengers and provide their scheduled ride. When riders do not cancel at least 2 hours in advance or are not available to board within 5 minutes of vehicle

Be sure to carry your ID card at all times.

III. Jefferson Transit Suspension and Permanent Disqualification Policies and Complaint Procedures

Certified riders may be suspended for repeated violations of MITS policies including refusal to wear seatbelts, refusing to allow wheel chair securement, and other acts that breach rider safety. Traveling without a personal assistant if such an assistant is needed for the rider to qualify for service is also considered a breach of rider safety.

Riders will be refused service because of violent, seriously disruptive, or illegal conduct. The police will be called to remove the offender if there is imminent threat or harm to other riders or the driver.

Breach of MITS No Show Policy occurs when a certified rider has 5 no show violations during a 1 month period.

- 1st Offense - written warning
- 2nd Offense - temporary suspension for 14 days
- 3rd Offense - temporary suspension for 21 days
- 4th Offense - permanent disqualification

service until a final decision is made.

Certification Renewal

All MITS riders must apply for recertification every three years. The MITS Director will notify riders when it is time to recertify. However, if you have not received a recertification application within six (6) weeks of the expiration date, please call MITS for an application. If a MITS rider does not return the application promptly, he/she will *not* be recertified and will be unable to ride MITS.

Identification

All MITS riders will receive an identification (ID) card to be used when requesting service and when boarding a MITS vehicle. The card can also be used as identification for service on LIFT/Dial-A-Ride or other paratransit systems. The ID card includes: the rider's name, address, and phone number; identification number of the rider; expiration date of the rider's certification; special conditions or limitations for using MITS; requirement for a personal assistant (PA), if any; the MITS phone number; and an approval signature. Replacement cards are available for \$5.00 from the MITS Office.

arrival time, it is considered a **"no-show."** Riders can prevent no-show situations when they:

- Review **dates, times and addresses** with the reservationist to be sure information is correct.
- Are prepared to board at the starting time of the pickup window and within 5 minutes after the vehicle arrives. When there are circumstances outside the rider's control, it is not considered a no-show. Excessive no-shows will result in service suspension. Please refer to the suspension and appeal portion of this guide for more information.
- Call MITS at 889-7194 and **cancel rides as soon as the ride is no longer needed.**

Transfer Trips

MITS riders can transfer to RTA's paratransit service, known as the LIFT or Dial-a-Ride, at the Eastbank or Westbank transfer points.

How to Schedule a Transfer Trip

Each rider must call the MITS and LIFT/Dial-A-Ride offices to schedule both legs of each trip. Follow these steps to schedule a transfer trip:

- First, call the dispatch office in your service area to schedule a pickup at your home or other location.
- Then call the dispatch office for the other paratransit service and book the second half of the trip from the transfer point to your destination.
- Tell both dispatch offices that you are scheduling a transfer trip.
- Allow at least 30 minutes between the scheduled drop-off and pick-up times at the transfer point.
- Book a return trip in the same manner described above.

MITTS and LIFT/Dial-A-Ride DO NOT carry each other's riders between the Eastbank and Westbank

Transfer Trip Fare

When taking a transfer trip, the regular \$3 fare must be paid when boarding the MITTS vehicle and an additional \$2 must be paid when boarding the LIFT/Dial-A-Ride vehicle. The total cost of a one-way transfer trip is \$5.

decision on the applicant's eligibility.

The MITTS Director will review each application package and certify new riders or recertify current MITTS riders according to the requirements of the ADA. Only those persons who qualify as ADA paratransit eligible will be able to use MITTS.

Notification of Approval

An application is considered complete when:

1. MITTS has received a completed application package (including signed release forms) from the applicant;
2. A healthcare professional certification is completed and signed; and
3. The applicant has completed an in-person interview if required.

Within 21 days of receiving a completed application, the MITTS Director will notify the applicant by letter of a decision. Any omissions render an application incomplete. If denied, the applicant will receive a letter that will specify the reasons for denial and explain the appeal process.

If the MITTS Director does not make a decision within twenty-one (21) days following the submission of a completed application, the applicant will be considered eligible for

Application Process

To apply for the MITS program, the prospective user must complete an application, the *Jefferson Transit Evaluation*, which will identify his/her disability that prevents use of fixed route bus service. Applications for the MITS program are available by calling or writing the MITS Office and can be obtained in other formats upon request. The application package includes an explanation of the Jefferson Transit System, application form, healthcare professional authorization, participant's release of liability agreement, and complaint procedure. The applicant must answer all items and sign the release forms.

Upon receiving the completed application package from the applicant, the MITS Director will mail a certification form to the healthcare professional named on the applicant's authorization form. The applicant should name the healthcare professional who is most familiar with the disability that prevents his/her use of the fixed route bus service.

When MITS receives the completed certification form from the healthcare professional, MITS will determine whether or not an in-person interview is necessary to render a

Transfer Locations

For trips between the Jefferson and Orleans paratransit service areas on the **Eastbank** only:

- Delgado Community College Student Commons, near the intersection of City Park Avenue and Orleans Avenue.
- Ochsner Medical Foundation on Jefferson Highway at the Atrium Entrance facing River Road.

For trips between the Jefferson and Orleans paratransit service areas on the **Westbank** only:

- Gretna/Wilty Bus Terminal, near the intersection of Van Trump and Westbank Expressway.

Personal Assistants

If found necessary during the evaluation, a personal assistant may accompany a rider in order to provide personal aid during the ride or at the destination. If you need assistance to travel, riding with a personal assistant is strongly encouraged. The MITS driver will accompany riders from the MITS vehicle to the curb only. Passengers requiring additional assistance to get to and from their home or destination should travel with a personal

assistant. The MITS director may also determine that a PA is required for persons who repeatedly become ill, exhibit behavioral problems, or are unable to care for themselves while riding MITS. A passenger's need for a personal assistant must be registered with the Jefferson Transit MITS program. A certified rider under the age of 4 must travel with a parent.

Personal assistants are not required to pay fares and must be picked up and dropped off at the same locations as the passenger.

Guests

A guest is someone without a MITS ID card who rides with a MITS Certified passenger but not as a personal assistant. If space permits, you may reserve a space for a guest when scheduling your trip. Guests must be picked up and dropped off at the same address as the rider, and guests pay the same fare as the MITS Certified passenger.

same standards used for permanent disabilities. Persons with temporary or intermittent disabilities who are eligible for MITS will be provided service only when those disabilities are present.

Conditional and Unconditional Eligibility

Eligibility shall be determined either conditional or unconditional for all MITS riders. An individual with conditional eligibility is approved for certain types of trips only, while an individual with unconditional eligibility is approved for all types of trips. Conditional and unconditional eligibility shall be based on an individual's mobility impairment at the time he/she is certified, and the rider's ID card will indicate the type of eligibility.

Residency

Individuals who do not live in Jefferson Parish may request certification for MITS. Place of residence does not enter into a determination of ADA paratransit eligibility. Persons who are certified as ADA paratransit eligible by another transit system may use MITS when traveling within the MITS service area. For related topics, see the discussions on visitor policy and transfer service between MITS and LIFT/Dial-A-Ride.

Category 1 - Persons who are unable to board, ride or disembark from a bus even if they are able to get to the bus stop and the bus is accessible. Includes persons who are unable to travel independently on fixed route transit even with some assistance from the driver and individuals with mental and visual impairments who cannot navigate the bus system. For example, some persons with these impairments may not be able to recognize destinations and understand transfers.

Category 2 is not applicable.

Category 3 - Persons who cannot travel to or from a bus stop because of a specific impairment-related condition. This specific condition must prevent the person from using fixed-route transit. A person is eligible if traveling to or from a bus stop is impossible when architectural and environmental barriers, such as lack of curb cuts, are combined with the specific impairment-related condition.

Temporary or Intermittent Disabilities and Eligibility

Persons with temporary or intermittent disabilities may be eligible for MITS and will be certified for eligibility based on the most limiting aspect of their disabilities using the

Taking a Trip

Please carry your MITS ID card with you at all times.

Boarding Time

When you call to reserve your ride, you will be given a "30-minute pickup window" in which the vehicle will arrive. You will need to be ready at the beginning of your pickup window. For example, if your negotiated "ready time" is 8 AM, your 30-minute pickup window is 7:45 AM to 8:15 AM. You'll need to be ready to board at 7:45 AM. By being ready when the paratransit vehicle arrives, you help keep everyone's trip on schedule.

How Long Will the Paratransit Vehicle Wait?

When the vehicle arrives within the pickup window, the driver will wait **no more than 5 minutes**. If the vehicle arrives before your pickup window starts, you may leave if you are ready. If you are not ready, the driver will wait until your pickup window starts and then an additional 5 minutes.

What If My Ride Is Late?

Call (504) 889-7194

If your ride has not arrived within 30 minutes after your "ready time" call 889-7194 to receive an update on the status of your ride.

Boarding with a Mobility Device

MITS vans are lift-equipped and will accommodate mobility devices, such as wheelchairs, scooters, and walkers, provided the devices fit within the ADA specified boarding envelope. This includes all 30" wide by 48" long mobility devices – (measured starting from two inches above the ground) that do not weigh more than 600 pounds when occupied. Larger devices may not qualify due to lift capacity and interior van configuration.

- All drivers are trained to operate the lift and are required to secure you after boarding.
- Riders are required to use seat belts
- All wheel chairs must be secured
- Boarding while standing on the lift is allowed when requested by a rider
- MITS can request that a rider transfer from a mobility device into a bus seat, but the passenger has the final decision as to whether a transfer is appropriate given the passengers' particular disability.

- Do not physically disturb or infringe on rights of other riders
- No weapons
- No more than 4 shopping bags or parcels per rider, but rolling, folding grocery cart baskets sized 12"x 20"x10" are allowed.

Passengers who fail to comply with these rules may be denied service at the driver's discretion.

II. MITS Eligibility and Application Process

MITS service is available to persons who meet specific criteria described in the ADA. Individuals are eligible for MITS service only if there is some part of the fixed route bus system which they cannot use or navigate because of a disability. An individual is eligible if he or she has a permanent, temporary, or intermittent disability as described below.

Qualifying Categories of Permanent Disabilities

Note: An accessible bus is one equipped with a wheelchair lift, a system to announce stops, and other necessary facilities to accommodate all persons, including those with disabilities.

Medical Facility	Designated Stop
East Jefferson General Hospital	Main Entrance on Houma Blvd.
Ochsner Foundation Hospital	Atrium Entrance facing River Road
Tulane University Hospital	Horseshoe Entrance at Tulane & Saratoga
Tulane University Primary Care	Parking garage entrance waiting area
University Hospital	Perdido Entrance
Veterans Administration Hospital	6:00 AM – 6:00 PM Gravier by Clinic Entrance After 6:00 PM Perdido Entrance
West Jefferson Medical Center	Main Entrance

Rules of Behavior

Please be considerate of fellow passengers by adhering to the following rules:

- No eating, drinking, or smoking
- Use earphones when listening to music
- No profane language or abusive conduct

- MITS is not responsible for any damage to mobility devices that occurs on MITS vehicles


Designated MITS Stops

The following shopping centers and hospitals have designated stops which are marked with a MITS sign. These designated stops make it possible for MITS to provide more service.


Riders will only be dropped off and picked up at these designated stops.

Shopping Center	Designated Stop
Clearview Shopping Center	The rear entrance for the cinema
Elmwood Shopping/Fitness Center	Front of Building by the Fruit Stand
Esplanade Mall	Southwest accessible Entrance
Lakeside Shopping Center	Food Court Entrance
Oakwood Shopping Center	Food Court Entrance


(listing continued on page 16)

 Required ADA Service Area - Trips begin and end within 3/4 mile of all Jet fixed routes within Jefferson Parish.

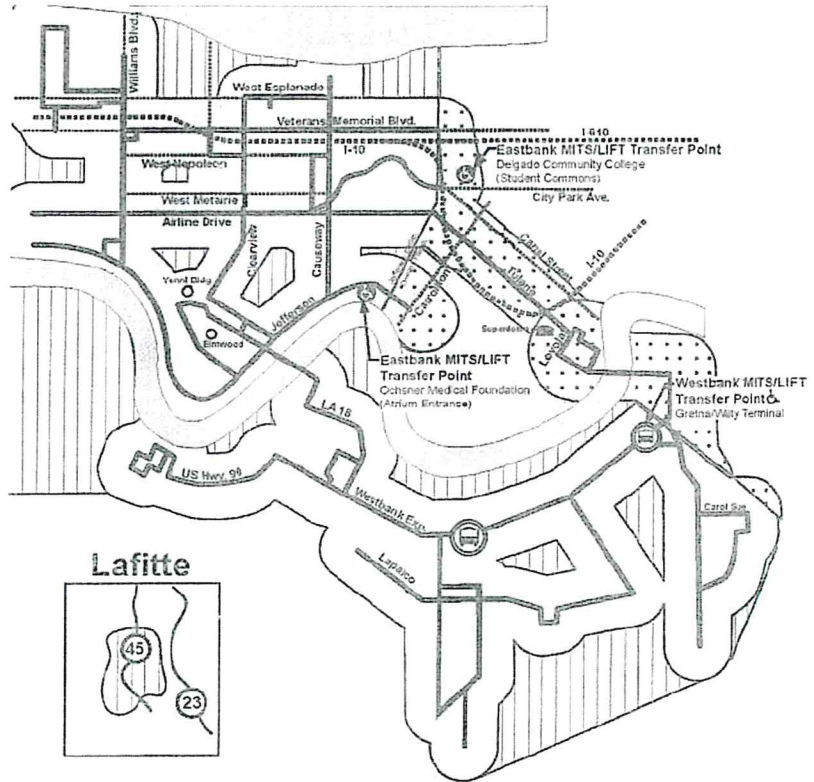
Area de Servicio requerida por ADA- Los viajes comienzan y terminan dentro de 3/4 de milla de todas las rutas fijas dentro de Jefferson Parish.

 Extended ADA Service Area - Trips begin or end in the New Orleans ADA Service Area. (Trip must begin or end in Jefferson Parish.)

Area Extendida de Servicio de ADA - Los viajes comienzan o terminan en el Area de Servicio de ADA de New Orleans. (Los viajes deben empezar o terminar en Jefferson Parish.)

 Additional MITS Service Area - Includes most of urbanized Jefferson Parish including Lafitte.

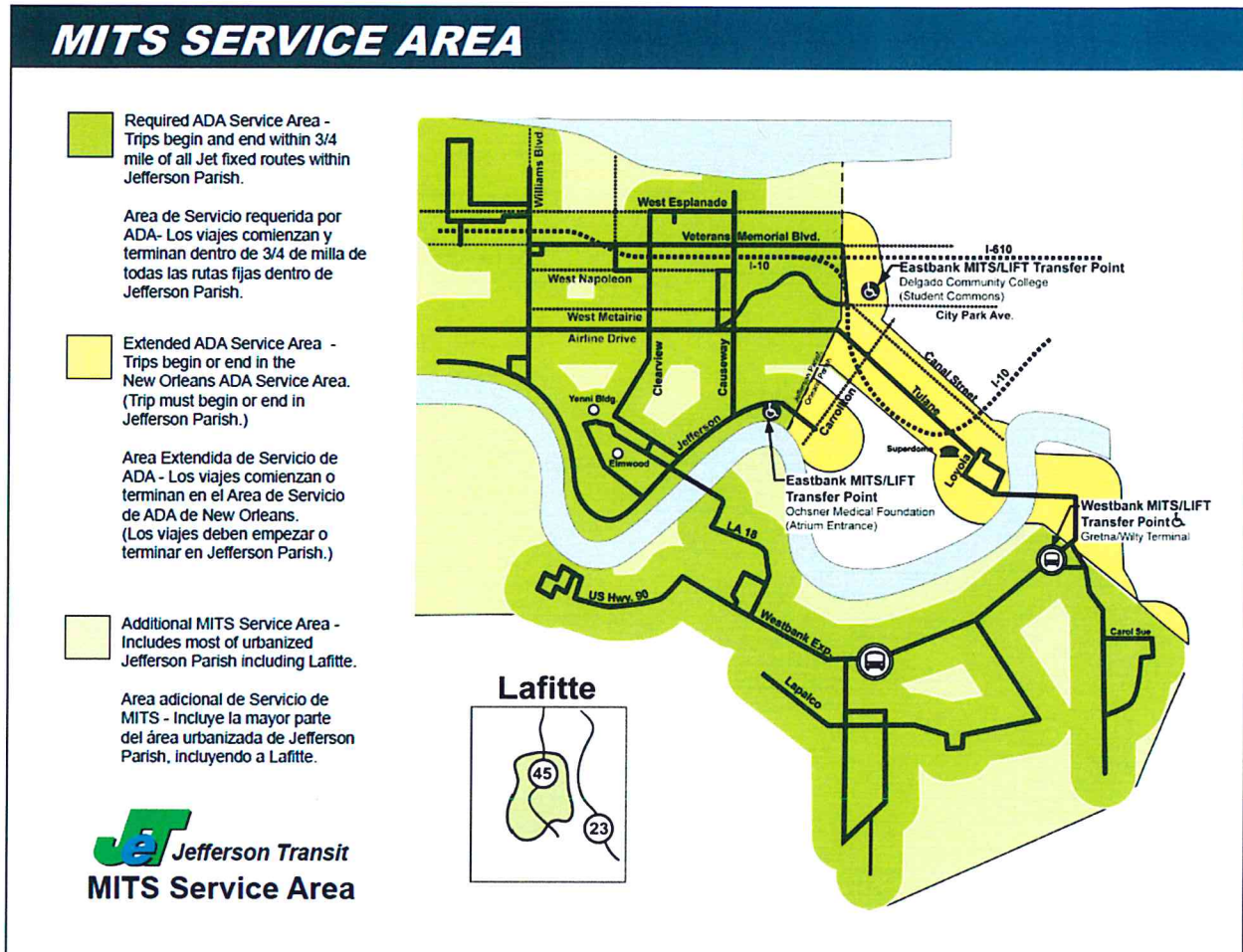
Area adicional de Servicio de MITS - Incluye la mayor parte del área urbanizada de Jefferson Parish, incluyendo a Lafitte.



Pertains to Scope A

ATTACHMENT "Q"

MITs SERVICE AREA



Pertains to Scope A

ATTACHMENT "R" WILTY TERMINAL BOOTH SCHEDULE

*Please note that the Wilty Terminal booth is open on weekdays only; the booth is closed on weekends and holidays.
To view a list of holidays observed by Jefferson Transit, please visit our homepage (www.jeffersontransit.org).*

2016 Hours of Operation

Jan 4 - Jan 5	6-10am & 2-6pm
Jan 6 - Jan 27	8-4:30 pm
Jan 28 - Feb 3	6-10am & 2-6pm
Feb 4 - Feb 25	8-4:30 pm
Feb 26 - Mar 4	6-10am & 2-6pm
Mar 4 - Mar 29	8-4:30 pm
Mar 30 - Apr 4	6-10am & 2-6pm
Apr 5 - Apr 27	8-4:30 pm
Apr 28 - May 3	6-10am & 2-6pm
May 4 - May 29	8-4:30 pm
May 30 - Jun 3	6-10am & 2-6pm
Jun 4 - Jun 27	8am-8pm
Jun 28 - Jul 1	6-10am & 12-8pm
Jul 3 - Jul 27	8am-8pm
Jul 29 - Aug 3	6-10am & 12-8pm
Aug 4 - Aug 28	8am-8pm
Aug 29 - Sep 2	6-10am & 12-8pm
Sep 3 - Sep 27	8am-8pm
Sep 28 - Oct 4	6-10am & 12-8pm
Oct 5 - Oct 26	8am-8pm
Oct 28 - Nov 2	6-10am & 12-8pm
Nov 3 - Nov 28	8am-8pm
Nov 29 - Dec 2	6-10am & 12-8pm
Dec 3 - Dec 28	8am-8pm
Dec 29 - Dec 30	6-10am & 12-8pm

REQUEST FOR PROPOSAL
RFP 0357

Jefferson Parish Department of Purchasing is soliciting Request for Proposals (RFPs) from qualified firms to provide **Management and operations of fixed route and paratransit (MITS) Public Transportation services for the Jefferson Parish Department of Transit Administration and Senior Transportation services for the Jefferson Parish Department of Citizens' Affairs – Office of Senior Services.**

Provide day-to-day management and operation of services as reasonably required by the Parish and necessary for the efficient operation of the transit system and facilities for the Transit Department and for the Office of Senior Services transportation services - Department of Citizens' Affairs under policies, standards, and procedures established by the Parish.

All proposals will be evaluated on criteria such as vendor's technical proposal, qualifications and experience, financial profile and proposal responsiveness and other criteria more specifically defined in the RFP document. The maximum total points for each proposal are set at 100 points

MANDATORY PRE-Proposal Conference: December 5, 2016, at 10:00 a.m. in the Jefferson Parish Purchasing Department, 200 Derbigny Street, Suite 4400, Gretna, LA 70053

REQUEST FOR PROPOSALS WILL BE RECEIVED IN THE:
JEFFERSON PARISH PURCHASING DEPARTMENT
GENERAL GOVERNMENT BUILDING
200 DERBIGNY STREET, SUITE 4400
GRETN, LA 70053

UNTIL **4:30 P.M.** LOCAL TIME ON **DECEMBER 16, 2016**

The Jefferson Parish Council reserves the right to accept or reject any and all proposals, in whole or part, pursuant to the law.

A copy of the RFP is available gratis from: <http://purchasing.jeffparish.net> or
Jefferson Parish Purchasing Department
General Government Building
200 Derbigny Street, Suite 4400
Gretna, LA 70053
(504)-364-2678

Brenda J. Campos
Director
Purchasing Department

Jenifer Lotz
Chief Buyer
Purchasing Department

ADV: The Times Picayune: November 16, 23 and 30, 2016